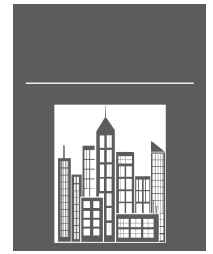


# DEPARTMENT OF BUILDINGS

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 44,400 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 laws 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 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, especially for small property owners and small business owners who conduct business with the Department.

The Department is committed to enhancing quality of life elements for those who live in, work in, and visit New York City, notably by reducing the presence of sidewalk sheds. The Get Sheds Down plan announced in 2023 is intended to improve public safety and quality of life by compelling property owners to make necessary building repairs so that sidewalk sheds can be removed more quickly, and updating current pedestrian protection designs with more aesthetically pleasing or less intrusive alternatives where possible. Since the launch of the plan, DOB has helped remove more than 330 long-standing sheds across the City.

A critical component of the Department's work is promoting building and construction work site safety, through the administration of the City's Construction Codes—regulations that dictate how buildings and structures must be designed and constructed within New York City. The Department continues to implement multiple initiatives to support this mission, which have led to a 42 percent decrease in construction-related injuries in Fiscal 2025 compared to Fiscal 2024. Building on this progress to promote safety for all New Yorkers, the Department is currently staffing up a new proactive enforcement team that will use predictive analytics to better target unsafe buildings that have been allowed to fall into disrepair by negligent owners and bad actors within the industry, thereby negatively impacting building occupants, including renters. This will enable the Department to distribute inspection resources where they are needed most, instead of just where it has received the most public complaints. The new team will allow the Department to go on offense and search out potentially dangerous situations, including those in traditionally disinvested areas of the City where neglected buildings are more common, helping the Department take appropriate interventions in the interest of public safety before a major incident occurs.

The Department is also working to protect New Yorkers from the damaging impacts of climate change. The City has long known that low-income neighborhoods 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 strategies outlined in Getting 97 Done, the City's plan to support the full implementation of Local Law 97 of 2019, which seeks to reduce emissions from the City's largest buildings, to improve air quality and help to mitigate extreme weather impacts.

## OUR SERVICES AND GOALS

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### **SERVICE 1 Facilitate safe and compliant development.**

- Goal 1a Improve processing efficiency.
- Goal 1b Promptly review construction plans.
- Goal 1c Promptly schedule development inspections.

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### **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 2025

## 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 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 2025, total DOB NOW job filings increased by about two percent from Fiscal 2024, to 259,086. Total BIS filings decreased, as expected, by 39 percent from Fiscal 2024, down to 16,420. The Department expects filings to continue to increase in DOB NOW as volume shifts to that system from BIS; filings in BIS now account for approximately six percent of total filing volume. Though applicants are required to use DOB NOW for most filings, as of Fiscal 2025, 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-related 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 2025, totaling 159,788 initial and renewal permits.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Jobs filed – All applications (DOB NOW)	188,051	240,005	248,446	253,548	259,086	*	*	Up	*
Jobs filed – All applications (BIS)	57,320	37,670	40,926	26,873	16,420	*	*	Down	*
Work permits issued – Initial (DOB NOW)	71,942	104,512	106,458	108,668	114,771	*	*	Up	*
Work permits issued – Renewals (DOB NOW)	27,940	34,571	41,422	41,499	45,017	*	*	Up	*
Work permits issued – Initial (BIS)	30,295	13,391	12,775	6,149	705	*	*	Down	*
Work permits issued – Renewals (BIS)	43,659	29,787	19,657	12,418	8,847	*	*	Down	*
★ Average customer in-person transaction time (minutes)	5	5	6	6	7	↓	↓	Up	Down
Average customer in-person wait time (minutes)	10	9	6	6	7	*	*	Down	Down
Certificates of occupancy issued (permanent and initial temporary)	13,850	13,958	15,412	15,007	15,932	*	*	Up	*
★ 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 two percent from 149,991 in Fiscal 2024 to 153,551 in Fiscal 2025. The total number of completed first plan reviews for BIS filings decreased by 66 percent from 6,952 to 2,344, which is 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 3.3 days in Fiscal 2024 to 3.7 days in Fiscal 2025. For jobs filed through DOB NOW, the average time to complete first plan reviews for new buildings lowered from 6.5 days to 6.3 days, for major renovations increased from 5.5 days to 6.0 days, and for minor renovations increased from 2.8 days to 3.2 days.

For initial jobs filed through BIS, the average time to complete first plan reviews for major renovations increased from 15 days to 20 days, and for minor renovations increased from 4.1 days to 9.6 days. 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 their impact to the overall average.

The average number of days from filing to approval through DOB NOW for all applications remained steady at 20 days in Fiscal 2025. The time taken for a filing to reach approval is largely driven by how long the applicant holds the filing while making corrections necessary to achieve approval and is not under Department control. This 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 eight percent, from 92,392 in Fiscal 2024 to 100,023 in Fiscal 2025, driven by major renovation and minor renovation applications. Increased volume, and the associated review time, contributes to longer average time from filing to approval.

In Fiscal 2025, the Department audited 5,234 professionally certified jobs before their approval, which is in line with 5,322 in Fiscal 2024. Additionally, the Department audited 23 percent of professionally certified jobs post-approval, which is in line with 23 percent in Fiscal 2024. 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	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
First plan reviews completed – All applications (DOB NOW)	87,059	136,720	142,061	149,991	153,551	*	*	Up	*
First plan reviews completed – Initial applications (BIS)	25,334	11,262	13,197	6,952	2,344	*	*	Down	*
Average days to complete first plan review – All applications (DOB NOW)	2.4	2.9	2.7	3.3	3.7	*	*	Up	Down
★ Average days to complete first plan review – New Buildings – All applications (DOB NOW)	9.4	7.7	6.5	6.5	6.3	↓	↓	Down	Down
★ Average days to complete first plan review – Major Renovations (Alteration CO) – All applications (DOB NOW)	8.7	5.7	5.0	5.5	6.0	↓	↓	Down	Down
★ Average days to complete first plan review – Minor Renovations (Alteration I) – All applications (DOB NOW)	2.3	2.5	2.2	2.8	3.2	↓	↓	Up	Down
★ Average days to complete first plan review – Major Renovations (Alteration I) – Initial applications (BIS)	6.8	18.7	16.1	15.0	20.1	10.0	10.0	Up	Down
Average days to complete first plan review – Minor Renovations – Initial applications (BIS)	2.7	2.1	3.5	4.1	9.6	4.0	4.0	Up	Down
Average days from filing to approval – All applications (DOB NOW)	11.2	14.7	18.1	20.2	20.3	*	*	Up	Down
★ Resubmission plan reviews completed – All applications (DOB NOW)	31,528	75,128	88,252	92,392	100,023	↓	↓	Up	Down
★ Resubmission plan reviews completed – All applications (BIS)	22,924	12,789	10,387	10,086	7,128	↓	↓	Down	Down
Jobs professionally certified	105,423	117,753	114,779	107,288	104,939	*	*	Neutral	Up
Jobs professionally certified that were audited (pre-approval)	2,705	3,388	4,595	5,322	5,234	*	*	Up	Up
Jobs professionally certified that were audited (post-approval) (%)	23.3%	21.9%	23.8%	23.7%	23.3%	*	*	Neutral	Up
Of eligible audited jobs (post-approval), the percent of audits that failed (%)	6.4%	5.1%	3.6%	2.5%	2.3%	*	*	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 4.4 days to 5.4 days, and average wait times for electrical inspections increased from 4.6 days to 12.8 days. The average wait time for plumbing inspections increased from 2.6 days to 5.0 days. Average inspection response time in all categories remains impacted by ongoing budgetary constraints and reduced staff capacity, however, did show improvement in the latter half of the fiscal year.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Average days between construction inspection request and inspection	1.2	1.2	1.5	4.4	5.4	↓	↓	Up	Down
★ Average days between electrical inspection request and inspection	3.9	2.8	3.3	4.6	12.8	↓	↓	Up	Down
★ Average days between plumbing inspection request and inspection	2.9	2.4	2.2	2.6	5.0	↓	↓	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 eight percent fewer Priority A (emergency) complaints in Fiscal 2025 than in Fiscal 2024, from 21,691 down to 20,028 complaints. The average time to respond to Priority A complaints in Fiscal 2025 remained at 0.3 days, meeting the target to address these complaints within 1.0 day. The maintained response time for these complaints is attributable to daily tracking of reports and notifications that aid in a prompter assignment of the complaint to the proper unit within the Department.

Priority B complaints (nonemergency) received increased modestly from Fiscal 2024 to Fiscal 2025, from 75,554 up to 75,932 complaints. The average time to respond to Priority B complaints increased from 12.9 days to 17.6 days, well below the response time target of 40.0 days. The largest increase in Priority B response times concerned elevator complaints; the elevator unit remains impacted by ongoing budgetary constraints and reduced staff capacity.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Priority A (emergency) complaints received	19,152	20,410	21,012	21,691	20,028	*	*	Neutral	*
Priority B (nonemergency) complaints received	64,800	64,791	69,603	75,554	75,932	*	*	Up	*
Priority A complaints responded to	18,822	19,849	19,489	20,861	19,729	*	*	Neutral	*
Priority B complaints responded to	55,718	56,413	58,965	62,962	58,160	*	*	Neutral	*
★ Average time to respond to Priority A complaints (days)	0.3	0.2	0.2	0.3	0.3	1.0	1.0	Up	Down
★ Average time to respond to Priority B complaints (days)	12.1	10.4	10.8	12.9	17.6	40.0	40.0	Up	Down
★ Residential illegal conversion complaints where access was obtained (%)	32.4%	41.4%	30.9%	29.7%	26.9%	44.0%	44.0%	Down	Up
– Access obtained and violations were written (%)	35.8%	18.3%	21.4%	24.5%	25.3%	*	*	Down	*
Work without a permit complaints where access was obtained and violations were written (%)	43.0%	33.4%	30.4%	28.8%	36.9%	*	*	Down	*
★ Critical Indicator      🌟 Equity Indicator      "NA" Not Available      ⬆️⬆️ Directional Target      * None									

## Goal 2b Rigorously enforce building and zoning laws.

The Department completed 379,691 inspections in Fiscal 2025 compared to 416,290 in Fiscal 2024 (a nine percent decrease) and issued 52,891 Office of Administrative Trials and Hearings (OATH)/Environmental Control Board (ECB) violations, 20 percent more than last year. Of the violations heard, more than 81 percent were upheld, which is consistent with the prior fiscal year. In Fiscal 2025, DOB violations issued decreased from 172,567 in Fiscal 2024 to 39,901. This decrease is due to roughly 124,000 violations being issued in Fiscal 2024 for failure to file or failure to correct annual or periodic elevator inspection reports from 2018 to 2022.

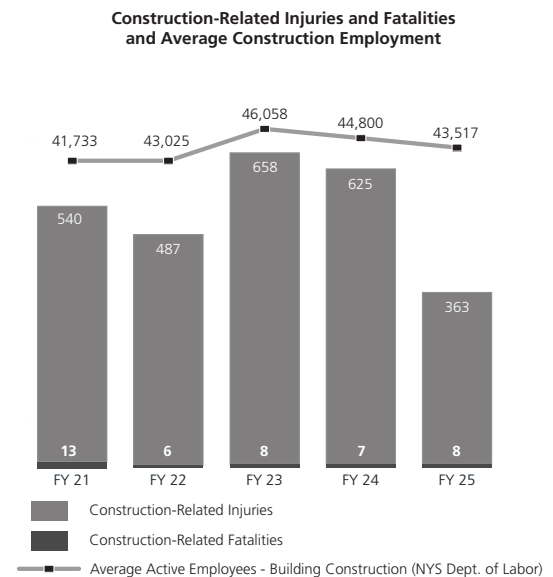
In Fiscal 2025, the Department issued 6,639 total stop work orders (comprised of both full and partial stop work orders), a 12 percent increase from Fiscal 2024. This increase reflects the Department's prioritization of safety and compliance. When a stop work order is necessary, the Department has prioritized reducing full stop work order issuance in favor of partial stop work orders so that not all work on a site is halted unless absolutely necessary.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ All inspections completed	353,258	353,648	373,838	416,290	379,691	↑	↑	Up	Up
★ All development inspections completed	201,328	188,291	193,791	212,575	190,410	*	*	Neutral	*
★ All enforcement inspections completed	151,930	165,357	180,147	203,715	190,410	*	*	Up	*
Enforcement inspections resulting in violations (%)	12%	10%	11%	13%	13%	*	*	Up	*
DOB violations issued	65,411	45,171	138,431	172,567	39,901	*	*	Up	*
Office of Administrative Trials and Hearings violations issued	72,966	66,662	46,330	44,240	52,891	*	*	Down	*
★ Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	78.1%	77.5%	79.8%	81.2%	81.5%	80.0%	80.0%	Neutral	Up
★ Stop work orders issued	10,105	9,400	7,644	5,932	6,639	*	*	Down	*
★ Stop work orders rescinded	12,470	12,895	9,831	7,080	7,074	*	*	Down	*
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ↑↓ Directional Target      * None									

## Goal 2c Prevent construction-related fatalities and injuries.

Compared to Fiscal 2024, there was a decrease in construction-related incidents causing serious or fatal injuries. Construction-related incidents with injury decreased slightly from 575 in Fiscal 2024 to 557 in Fiscal 2025. Construction-related injuries related to these incidents decreased from 625 to 363. However, fatalities rose from seven to eight.

The Department continues to visit permitted sites and makes it a point to address safety and distribute safety materials, with a particular emphasis on fall protection. 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 policy continues to have a positive impact on reducing construction-related injuries.



Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Construction-related incidents	736	653	787	741	468	*	*	Down	Down
– Construction-related incidents with injury	533	477	623	575	557	*	*	Up	Down
★ Construction-related injuries	540	487	658	625	363	↓	↓	Down	Down
★ – Construction-related fatalities	13	6	8	7	8	↓	↓	Down	Down
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ↑↓ Directional Target      * None									

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Workplace injuries reported	17	12	10	8	5	*	*	Down	Down
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None									

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Customer Experience									
Letters responded to within 14 days (%)	47%	57%	50%	61%	64%	57%	57%	Up	Up
E-mails responded to within 14 days (%)	82%	81%	87%	85%	88%	57%	57%	Neutral	Up
Calls answered within 30 seconds (%)	64%	70%	61%	81%	82%	*	*	Up	Up
CORE facility rating	98	91	98	95	99	85	85	Neutral	Up
Completed requests for interpretation	85	269	51	86	342	*	*	Up	*
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None									

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action – Elevator – Defective/Not Working (40 days)	95.9%	84.9%	97.7%	77.1%	70.6%	*	*	Down	*
Percent meeting time to first action – Work Contrary/Beyond Approved Plans/Permits (40 days)	98.3%	99.8%	96.8%	97.6%	97.7%	*	*	Neutral	*
Percent meeting time to first action – Failure to Maintain (40 days)	90.6%	89.7%	84.8%	75.1%	39.6%	*	*	Down	*
Percent meeting time to first action – Illegal Conversion of Residential Building/Space (40 days)	90.8%	99.9%	96.0%	96.3%	97.5%	*	*	Neutral	Down
Percent meeting time to first action – Work Without Permit (40 days)	98.6%	98.6%	99.2%	99.9%	99.8%	*	*	Neutral	*
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None									

## AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) <sup>3</sup>	\$197.3	\$196.4	\$192.1	\$190.3	\$186.5	\$206.3	\$230.9	Neutral
Revenues (\$000,000)	\$314.3	\$336.3	\$319.5	\$353.8	\$391.9	\$348.0	\$351.2	Up
Personnel	1,672	1,560	1,569	1,563	1,605	1,772	1,853	Neutral
Overtime paid (\$000,000)	\$6.4	\$7.7	\$9.3	\$4.6	\$3.2	\$3.1	\$3.0	Down
<sup>1</sup> 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 <a href="http://nyc.gov/mmr">nyc.gov/mmr</a> for details. <sup>2</sup> Authorized Budget Level <sup>3</sup> 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 FY24 <sup>1</sup> (\$000,000)	Modified Budget FY25 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$149.8	\$152.5	
001 - Agencywide Operations	\$107.9	\$75.4	All
003 - Enforcement and Development	\$42.0	\$68.8	All
005 - Sustainability <sup>4</sup>	NA	\$8.3	*
Other Than Personal Services - Total	\$40.5	\$34.0	
002 - Agencywide Operations	\$39.4	\$28.0	All
004 - Enforcement and Development	\$1.1	\$5.3	All
006 - Sustainability <sup>4</sup>	NA	\$0.7	*
Agency Total	\$190.3	\$186.5	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. <sup>2</sup>City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. <sup>3</sup>Refer to agency goals listed at front of chapter. <sup>4</sup>This UA originated in Fiscal 2025. “NA” Not Available \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Goal 2a was renamed from ‘Promptly review initial construction plans’ to ‘Promptly review construction plans’ to reflect the full scope of plan submissions reflected in the indicators.
- Previously reported Fiscal 2023 and Fiscal 2024 percentages of ‘Enforcement inspections resulting in violations (%)’ were corrected to include more than construction in scope, from six to 11 percent and seven to 13 percent, respectively. The indicator definition was corrected to indicate the proportion is calculated from total enforcement inspections, not total construction inspections.

## ADDITIONAL RESOURCES

For additional information go to:

- Building One City:  
[http://www1.nyc.gov/assets/buildings/pdf/building\\_one\\_city.pdf](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](http://www.nyc.gov/buildings).