



OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

Asim Rehman, Commissioner and Chief Administrative Law Judge

WHAT WE DO

The Office of Administrative Trials and Hearings (OATH) is New York City's central, independent administrative law court. Administrative law courts are tribunals responsible for hearing disputes related to government agencies' administrative actions and decisions. OATH consists of three divisions responsible for adjudicating City matters: OATH Trials Division, OATH Hearings Division and OATH Special Education Hearings Division. The Trials Division adjudicates a wide range of issues that can be referred by any City agency, board or commission. Its caseload includes employee discipline matters, hearings for civil servants, Conflicts of Interest Board (COIB) cases, proceedings related to the retention of seized vehicles by the police, City-issued license revocation cases, real estate, zoning and loft law violations, City contract disputes, cases involving violations of paid sick day and fair workweek laws, and the New York City Human Rights Law. Trials are conducted by Administrative Law Judges who are appointed to five-year terms. Hearings at the Hearings Division are conducted by Judicial Hearing Officers on summonses issued by 25 different City enforcement agencies for alleged violations City laws or rules. The Special Education Hearings Division (SEHD) adjudicates disputes about special education services provided to New York City children. OATH also houses the Center for Creative Conflict Resolution, which provides mediation and restorative justice support to City government agencies and the Administrative Judicial Institute, a resource center that provides training, continuing education, and support services for the City's Administrative Law Judges and Hearing Officers.

FOCUS ON EQUITY

OATH's focus on equity involves ensuring that all New York City residents and businesses with matters before OATH have equitable access to services and are treated fairly. All New Yorkers, including those who are limited in their ability to visit an OATH office, have the convenient option of challenging summonses they receive from City enforcement agencies by phone. Those who are limited in their ability to have a remote hearing may request an in-person hearing. To further equitable access to justice, OATH instituted a call back function so that respondents who may have limited time availability due to work or other responsibilities do not spend their time unnecessarily waiting for their hearing to begin. To promote the equitable sharing of important information, OATH also utilizes a text message system to allow respondents to receive reminders of their upcoming hearings along with short, simple instructions on how to proceed.

To ensure that OATH services are accessible, and its procedures are understandable to residents and small businesses with limited financial resources, OATH's Help Center provides self-represented respondents with one-on-one help sessions to provide case-specific information and options and help them understand how to navigate OATH's processes. However, they cannot provide self-represented respondents with legal advice. OATH also implemented a text messaging service at its Help Center, which provides respondents with more ways to receive assistance. Respondents can now choose to receive assistance in person, over the phone, over email, or over text. OATH also has a small business unit within its Help Center to assist small businesses that receive summonses and to provide information about resources offered by the City's Department of Small Business Services.

Key to OATH's focus on equity is ensuring all materials are available to every New Yorker, regardless of the language they speak. OATH provides free interpretation services at all hearings and free document translation for any evidence, application or form. Additionally, OATH provides hearing decisions in any language requested free of charge at both of its high-volume adjudicatory divisions, namely the OATH Hearings Division and the OATH Special Education Hearings Division.

OUR SERVICES AND GOALS

SERVICE 1 Adjudicate alleged violations of State and City administrative laws.

Goal 1a Hear cases promptly and issue timely and fair decisions at the OATH Trials Division.

SERVICE 2 Adjudicate alleged violations of City administrative laws.

Goal 2a Hear cases promptly and issue timely and fair decisions at the OATH Hearings Division.

SERVICE 3 Adjudicate due process complaints related to special education services.

Goal 3a Hear cases promptly and issue timely and fair decisions at the OATH Special Education Hearings Division.

SERVICE 4 Provide conflict resolution services and restorative practices to City agencies and the public through OATH’s Center for Creative Conflict Resolution.

Goal 4a Administer mediations, trainings, and restorative group sessions to restore interpersonal relationships between City employees who experience conflict at work and to support City residents and businesses who experience conflict with their neighbors or landlords.

SERVICE 5 Provide assistance to self-represented respondents who have cases at OATH.

Goal 5a Provide timely assistance and case-specific information to self-represented respondents who have cases at OATH’s Hearings Division through OATH’s Help Center.

HOW WE PERFORMED IN FISCAL 2025

SERVICE 1 Adjudicate alleged violations of State and City administrative laws.

Goal 1a Hear cases promptly and issue timely and fair decisions at the OATH Trials Division.

City agencies filed 2,556 cases at the OATH Trials Division in Fiscal 2025, which is 30 percent fewer than in Fiscal 2024. During Fiscal 2025, cases processed by individual Administrative Law Judges (ALJs) had a similar decline with 33 percent fewer cases processed per ALJ (from 313.6 to 210.4). The decrease in the number of cases filed was partially a result of specific agencies filing fewer cases than the prior year. For example, the Department of Correction filed 669 fewer employee discipline cases in Fiscal 2025, a 43 percent decline. Additionally, vehicle forfeiture cases requested at the OATH Trials Division following the New York City Police Department's seizure of a vehicle alleged to have been used in connection with a crime were down 58 percent. Consistent with the decrease in filings, the OATH Trials Division closed 26 percent fewer cases in Fiscal 2025.

Despite closing fewer cases, the average time for the Trials Division to issue a decision increased nearly five days, from 35.96 days in Fiscal 2024 to 40.73 days in Fiscal 2025. Fluctuations in decision time will vary depending on factors such as the nature and complexity of filed cases, and whether a case is subject to statutory resolution deadlines.

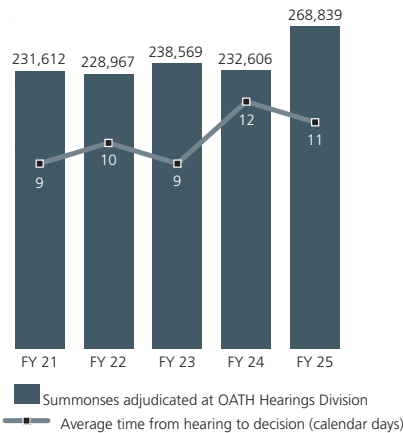
Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ OATH Trials Division cases with decisions issued within 45 business days (%)	85%	78%	89%	83%	79%	↑	↑	Neutral	Up
★ OATH Trials Division facts and conclusions adopted by agencies (%)	99%	96%	99%	99%	97%	96%	96%	Neutral	Up
OATH Trials Division settlement rate (%)	51%	57%	57%	60%	61%	55%	55%	Up	*
Cases filed at OATH Trials Division	2,349	2,975	3,759	3,653	2,556	*	*	Up	*
Cases closed at OATH Trials Division	2,257	2,748	3,874	3,538	2,606	*	*	Up	*
Cases processed per Administrative Law Judge	184.6	178.7	324.2	313.6	210.4	*	*	Up	*
Average time for OATH Trials Division to issue decisions after records closed (business days)	33.43	33.47	31.44	35.96	40.73	*	*	Up	*
★ Critical Indicator * Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

SERVICE 2 Adjudicate alleged violations of City administrative laws.

Goal 2a Hear cases promptly and issue timely and fair decisions at the OATH Hearings Division.

City enforcement agencies filed 30 percent more summonses with OATH in Fiscal 2025 than in Fiscal 2024 (from 850,256 to 1,105,448). This is the first time in OATH's history that City agencies filed more than one million summonses with OATH for adjudication in a single fiscal year. The enforcement agencies that each individually increased their issuance by more than 20 percent compared to Fiscal 2024 were the Department of Environmental Protection, the Department of Sanitation, the New York City Police Department, the Department of Parks and Recreation, and the Department of Buildings. Collectively, these agencies issued 38 percent more summonses compared to Fiscal 2024. Given this significant increase in summonses received, OATH adjudicated nearly 16 percent more summonses (from 232,606 to 268,839) and processed 11 percent more summonses (from 631,182 to 703,520) in Fiscal 2025 compared to Fiscal 2024. Similarly, OATH's Clerk Office processed 32 percent more pre-hearing activities, which include payments, stipulations, and requests to remove cases from the calendar prior to the hearing due to cures or settlements offered and granted by enforcement agencies.

Summonses adjudicated at OATH Hearings Division vs. hearing decision time (calendar days)



Overall, the OATH Hearings Division rendered decisions on 216,469 summonses in Fiscal 2025, an eight percent increase from the 200,116 decisions in Fiscal 2024. Despite rendering more decisions, the average number of days for Judicial Hearing Officers to issue a decision decreased by one calendar day, from 12 days in Fiscal 2024 to 11 days in Fiscal 2025.

Fiscal 2025 represented the third consecutive year to experience an increase in the number of “one-click” online hearing submissions received from respondents, with a 15 percent rise to 38,904 total online hearing submissions. Concurrently, the number of defenses submitted by respondents by mail decreased for the third consecutive year, down 33 percent in Fiscal 2025 compared to Fiscal 2024.

The vast majority of OATH hearings continue to be held over the phone, with both the City agency and respondent appearing by calling in to OATH by phone. Hearings by phone climbed to 197,077 in Fiscal 2025, up from 192,166 in Fiscal 2024. Similar to Fiscal 2024, approximately 83 percent of remote hearings were by phone in Fiscal 2025.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Summonses received from the issuing agencies at OATH Hearings Division (total)	539,745	571,354	764,871	850,256	1,105,448	*	*	Up	*
Summonses adjudicated	231,612	228,967	238,569	232,606	268,839	*	*	Up	*
★ Pre-hearing activities at OATH Hearings Division (total)	180,628	193,455	263,343	285,592	377,222	*	*	Up	*
★ Summonses processed at OATH Hearings Division (total)	517,615	480,551	540,529	631,382	703,520	*	*	Up	*
★ Summonses with decision rendered at OATH Hearings Division	137,482	158,578	182,040	200,116	216,469	*	*	Up	*
★ Average time from OATH Hearings Division hearing assignment to decision rendered (calendar days)	9	10	9	12	11	*	*	Up	*
Defenses submitted by mail (%)	1.7%	1.7%	1.5%	1.3%	0.9%	*	*	Down	*
OATH hearings by phone (%)	89.8%	87.5%	86.3%	83.9%	82.8%	*	*	Neutral	*
OATH one-click online submissions (% of total remote hearings/submissions)	8.5%	10.8%	12.3%	14.8%	16.3%	*	*	Up	*
Defenses submitted by mail	3,642	3,877	3,274	3,078	2,071	*	*	Down	*
Hearings by phone	197,873	196,407	189,541	192,166	197,077	*	*	Neutral	*
One-click online submissions	18,794	24,173	26,942	33,832	38,904	*	*	Up	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ⬆️⬆️ Directional Target * None									

SERVICE 3 Adjudicate due process complaints related to special education services.

Goal 3a Hear cases promptly and issue timely and fair decisions at the OATH Special Education Hearings Division.

Fiscal 2025 was the first full fiscal year where OATH’s Special Education Hearings Division (SEHD) received all new special education case filings for New York City. Previously, adjudication of these case filings was handled in part by contracted impartial Hearing Officers unaffiliated with OATH. As a result, SEHD experienced a slight increase in the number of cases appointed or assigned to it for resolution (from 19,117 to 19,499). During the same time, SEHD closed 18 percent more cases in Fiscal 2025 (from 15,583 to 18,376). Similarly, there was a 72 percent increase in cases that were resolved with final decisions on the merits (from 6,651 to 11,448).

Due in part to the significant increase in caseload, greater time allotment needed for each case, and staffing challenges, the average number of days to close cases increased from 84.53 days in Fiscal 2024 to 101.88 days in Fiscal 2025. For the same reasons, the percentage of cases closed within the regulatory timeline dropped to 70 percent in Fiscal 2025, down from 95 percent of cases in Fiscal 2024. Nevertheless, SEHD is still closing cases faster than when these cases were not being adjudicated at OATH.

The percent of special education cases where parents are represented by counsel or other representatives dropped more than eight percentage points to 85.14 percent in Fiscal 2025, down from 93.32 percent in Fiscal 2024. At the same time, parents receiving language services increased 19 percent (from 630 to 748).

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Cases filed and appointed to OATH Special Education Hearings Division	NA	NA	NA	19,117	19,499	*	*	NA	*
Cases closed at OATH Special Education Hearings Division	NA	NA	NA	15,583	18,376	*	*	NA	*
Average number of cases closed per Special Education Hearing Officer per month	NA	NA	NA	16.93	17.91	*	*	NA	*
★ Special education cases closed within regulatory timeframe (%)	NA	NA	NA	95.28%	70.17%	90.00%	90.00%	NA	*
★ Average time from appointment of OATH Special Education Hearing Officer to case closure (calendar days)	NA	NA	NA	84.53	101.88	105.00	105.00	NA	*
Settlement and other pre-trial conferences conducted for special education cases	NA	NA	NA	14,489	21,174	*	*	NA	*
Special education hearings conducted	NA	NA	NA	19,764	19,617	*	*	NA	*
Final decisions issued on the merits	NA	NA	NA	6,651	11,448	*	*	NA	*
Special education cases where parents are represented by counsel or other representative (% of total)	NA	NA	NA	93.32%	85.14%	*	*	NA	*
Language services provided to parent	NA	NA	NA	630	748	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 4 Provide conflict resolution services and restorative practices to City agencies and the public through OATH's Center for Creative Conflict Resolution.

Goal 4a Administer mediations, trainings, and restorative group sessions to restore interpersonal relationships between City employees who experience conflict at work and to support City residents and businesses who experience conflict with their neighbors or landlords.

OATH's Center for Creative Conflict Resolution (the Center) continues to provide its wide range of personally tailored services to City employees, agencies, and members of the public. These services include group and individual consultations, coaching sessions, trainings, and mediations. These services are dependent on demand and the data is determined by the type of services voluntarily requested by City agencies. With lower levels of demand in Fiscal 2025, the Center administered 17 percent fewer mediations for City employees (from 81 to 67), 21 percent fewer conflict resolution trainings for City employees (from 85 to 67), 26 percent fewer restorative group sessions (from 23 to 17), 24 percent fewer consultations for City personnel (from 316 to 241). Meanwhile, coaching sessions for City employees increased by 41 percent (from 71 to 100 sessions) due to an increased demand for that service. The satisfaction rate for Center services increased to 96 percent in Fiscal 2025.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Mediations administered for City employees	36	45	50	81	67	*	*	Up	*
Conflict resolution trainings administered for City employees	36	51	55	85	67	*	*	Up	*
Coaching sessions for City personnel	69	69	79	71	100	*	*	Up	*
Consultations for City personnel	147	148	338	316	241	*	*	Up	*
Restorative group sessions	47	25	22	23	17	*	*	Down	*
Mediations administered for members of the public	12	12	7	10	8	*	*	Down	*
★ Participants who reported satisfaction with conflict resolution services	NA	NA	97%	95%	96%	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 5 Provide assistance to self-represented respondents who have cases at OATH.

Goal 5a

Provide timely assistance and case-specific information to self-represented respondents who have cases at OATH's Hearings Division through OATH's Help Center.

OATH's Help Center aids unrepresented respondents through education and information sharing, explaining the hearing process, giving case-specific options on how to proceed, and assisting respondents with procedural requirements such as filling out request forms and applications. Consistent with the record number of summonses filed at OATH's Hearings Division in Fiscal 2025, OATH's Help Center conducted 32 percent more help sessions with unrepresented respondents in Fiscal 2025 (from 33,595 to 44,308).

OATH's Help Center strives to provide respondents with multiple ways to contact it for assistance, including by leaving a voicemail, sending an email, submitting an online contact form, or by sending a text message. In Fiscal 2025, respondents who contacted the Help Center received timely responses to their inquiries. For the 12,691 text messages sent to the Help Center in Fiscal 2025, responses were sent in less than half a day on average. For the 25,001 inquiries made via email or by voicemail, it took less than two days for the Help Center to respond. While response times to online request forms submitted to the Help Center nearly doubled compared to Fiscal 2025 due to the increased volume of help sessions requested, the response time remained well below one day. In addition to help sessions and responses to inquiries, the Help Center's staff also work at customer service windows to assist people who walk into each of OATH's borough Hearing Centers. In Fiscal 2025, the Help Center assisted 58,839 total respondents who came to OATH in person.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Help Sessions conducted by OATH Help Center	33,834	40,637	38,435	33,595	44,308	*	*	Up	*
★ Average days after online request is made to initiate Help Center assistance	NA	NA	0.37	0.40	0.77	*	*	NA	*
Respondents assisted by Help Center via text messaging exchange	NA	NA	NA	NA	12,691	*	*	NA	*
★ Average days after text message request is made to initiate Help Center assistance	NA	NA	NA	NA	0.29	↓	↓	NA	Down
Respondents assisted by Help Center via email/voicemail exchange	NA	NA	NA	NA	25,001	*	*	NA	*
★ Average days after email/voicemail request is made to initiate Help Center assistance	NA	NA	NA	NA	1.82	↓	↓	NA	Down
Respondents who were assisted by the Help Center at customer service windows	NA	NA	NA	NA	58,839	*	*	NA	*
★ 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
Completed requests for interpretation	6,300	8,541	8,778	11,466	11,795	*	*	Up	*
Letters responded to within 14 days (%)	100%	100%	91.67%	100%	100%	*	*	Neutral	Up
E-mails responded to within 14 days (%)	100%	100%	99%	100%	100%	*	*	Neutral	Up
CORE facility rating	NA	100	100	100	100	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) ³	\$42.2	\$44.7	\$55.8	\$67.3	\$74.0	\$74.6	\$80.9	Up
Revenues (\$000,000)	\$120.3	\$136.3	\$137.1	\$146.6	\$172.1	\$144.8	\$146.8	Up
Personnel	350	379	429	458	499	564	593	Up
Overtime paid (\$000)	\$116	\$68	\$39	\$128	\$16	\$16	\$10	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 FY24 ¹ (\$000,000)	Modified Budget FY25 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$53.3	\$55.3	All
002 - Other Than Personal Services	\$13.9	\$18.7	All
Agency Total	\$67.3	\$74.0	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ² City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. ³ Refer to agency goals listed at front of chapter. “NA” Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The indicator ‘Cases appointed to OATH Special Education Hearings Division’ was renamed to ‘Cases filed and appointed to OATH Special Education Hearings Division.’ This revision more accurately represents the process under which the Special Education Hearings Division is appointed cases after recently becoming the sole body responsible for these cases.

ADDITIONAL RESOURCES

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

