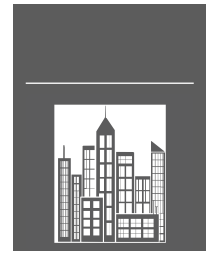


DEPARTMENT OF BUILDINGS

Ahmed Tigani, Commissioner



WHAT WE DO

The Department of Buildings (DOB) regulates the safe and lawful use of more than 1,000,000 buildings and nearly 42,000 active construction sites under its jurisdiction by enforcing laws, including the City's Construction Codes, Zoning Resolution, Energy Conservation 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 of building plans, issuance of construction permits, and inspections.

FOCUS ON EQUITY

The Department of Buildings is committed to delivering its services in an equitable manner that supports compliant building development, while improving quality of life, promoting sustainability, 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, small business owners, and tenants who conduct business or interact 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 City's plan to reform sidewalk shed regulations, announced in Calendar 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 initiative, Department actions have helped to remove more than 2,250 sheds across the City which had previously been up for over three years—over 550 of which were up for more than five years. Overall, the City has seen an over 15 percent net decrease in sidewalk sheds since the plan was first announced. The Department is also finalizing rules to implement new enforcement tools and has unveiled new pedestrian protection designs, which will be made available for use in Fiscal 2027.

Building on this progress to promote safety and quality of life for all New Yorkers, the Department has recently increased staffing levels for several enforcement units that focus on proactive enforcement, parking structure safety, gas safety, and sidewalk shed enforcement. The efforts of these inspectors and other personnel will help to compel property owners to make needed building repairs to resolve hazardous conditions that endanger the public, including those living in traditionally disinvested areas of the City where neglected buildings can be more common.

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 2026

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 2026, total DOB NOW job filings increased by about two percent from Fiscal 2025, from 259,086 to 265,012. Total BIS filings decreased by 18 percent from Fiscal 2025, down from 16,420 to 13,509. Filings are expected to continue to increase in DOB NOW as volume shifts to that system from BIS; filings in BIS now account for approximately five percent of total filing volume. Though applicants are required to use DOB NOW for most filings, as of Fiscal 2026, 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 decreased three percent in Fiscal 2026, totaling 155,696 initial and renewal permits.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Jobs filed – All applications (DOB NOW)	240,005	248,446	253,548	259,086	265,012	*	*	Up	*
Jobs filed – All applications (BIS)	37,670	40,926	26,873	16,420	13,509	*	*	Down	*
Work permits issued – Initial (DOB NOW)	104,512	106,458	108,668	114,771	108,911	*	*	Neutral	*
Work permits issued – Renewals (DOB NOW)	34,571	41,422	41,499	45,017	46,785	*	*	Up	*
Work permits issued – Initial (BIS)	13,391	12,775	6,149	705	433	*	*	Down	*
Work permits issued – Renewals (BIS)	29,787	19,657	12,418	8,847	6,665	*	*	Down	*
★ Average customer in-person transaction time (minutes)	5	6	6	7	7	↓	↓	Up	Down
Average customer in-person wait time (minutes)	9	6	6	7	6	*	*	Down	Down
Certificates of occupancy issued (permanent and initial temporary)	13,958	15,412	15,007	15,932	15,922	*	*	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 153,551 in Fiscal 2025 to 156,389 in Fiscal 2026. The total number of completed first plan reviews for BIS filings increased by 13 percent from 2,344 to 2,637.

The average number of days to complete first plan review through DOB NOW for all applications increased from 3.7 days in Fiscal 2025 to 5.4 days in Fiscal 2026. For jobs filed through DOB NOW, the average time to complete first plan reviews for new buildings increased from 6.3 days to 9.4 days, for major renovations increased from 6.0 days to 8.4 days, and for minor renovations increased from 3.2 days to 4.4 days.

For initial jobs filed through BIS, the average time to complete first plan reviews for major renovations decreased from 20.1 days to 17.5 days and for minor renovations increased from 9.6 days to 15.2 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 impact to the overall average.

The average number of days from filing to approval through DOB NOW for all applications increased from 20.3 days in Fiscal 2025 to 25.4 days in Fiscal 2026. 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. 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 five percent, from 106,759 in Fiscal 2025 to 111,842 in Fiscal 2026, driven by new building and major renovation applications. Increased volume, and the associated review time, contributes to longer average time from filing to approval.

In Fiscal 2026, the Department audited 5,954 professionally certified applications before their approval, which is up 14 percent from 5,234 in Fiscal 2025. Additionally, the Department audited nearly 25 percent of professionally certified applications post-approval, up from about 23 percent in Fiscal 2025. 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	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
First plan reviews completed – All applications (DOB NOW)	136,720	142,061	149,991	153,551	156,389	*	*	Up	*
First plan reviews completed – Initial applications (BIS)	11,262	13,197	6,952	2,344	2,637	*	*	Down	*
Average days to complete first plan review – All applications (DOB NOW)	2.9	2.7	3.3	3.7	5.4	*	*	Up	Down
★ Average days to complete first plan review – New Buildings – All applications (DOB NOW)	7.7	6.5	6.5	6.3	9.4	↓	↓	Up	Down
★ Average days to complete first plan review – Major Renovations (Alteration CO) – All applications (DOB NOW)	5.7	5.0	5.5	6.0	8.4	↓	↓	Up	Down
★ Average days to complete first plan review – Minor Renovations (Alteration) – All applications (DOB NOW)	2.5	2.2	2.8	3.2	4.4	↓	↓	Up	Down
★ Average days to complete first plan review – Major Renovations (Alteration I) – Initial applications (BIS)	18.7	16.1	15.0	20.1	17.5	10.0	10.0	Neutral	Down
Average days to complete first plan review – Minor Renovations – Initial applications (BIS)	2.1	3.5	4.1	9.6	15.2	4.0	4.0	Up	Down
Average days from filing to approval – All applications (DOB NOW)	14.7	18.1	20.2	20.3	25.4	*	*	Up	Down
★ Resubmission plan reviews completed – All applications (DOB NOW)	75,128	88,252	102,342	106,759	111,842	↓	↓	Up	Down
★ Resubmission plan reviews completed – All applications (BIS)	12,789	10,387	10,086	7,128	6,009	↓	↓	Down	Down
Jobs professionally certified	117,753	114,779	107,288	104,939	103,865	*	*	Down	Up
Jobs professionally certified that were audited (pre-approval)	3,388	4,595	5,322	5,234	5,954	*	*	Up	Up
Jobs professionally certified that were audited (post-approval) (%)	21.9%	23.8%	23.7%	23.3%	24.7%	*	*	Neutral	Up
Of eligible audited jobs (post-approval), the percent of audits that failed (%)	5.1%	3.6%	2.5%	2.3%	2.2%	*	*	Down	Up
★ Critical Indicator	● Equity Indicator	“NA” Not Available		↑↓ Directional Target		* None			

Goal 1c Promptly schedule development inspections.

Average wait times for construction, plumbing, and electrical inspections all decreased slightly in Fiscal 2026, from 5.4 to 5.2 days, 5.0 to 4.8 days, and 12.8 to 12.6 days, respectively, though inspection response time across all categories remained impacted by budgetary constraints and reduced staff capacity through Fiscal 2026. In June 2026, DOB graduated 78 new employees from the Inspector Academy, an intensive 16-week training program in code enforcement, zoning regulations, building regulations, and DOB policies. These new inspectors will be assigned to the Department's Enforcement and Development units, with expected improvements in response times in Fiscal 2027. Further, the Department has proposed the implementation of a fee for incomplete or no-show inspections. These scheduled inspections that developers request, yet are unprepared for, lead to misuse of Department resources. The Department anticipates the fee will encourage greater preparation ahead of scheduled inspections, helping to reduce wasted visits and improve overall response times.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Average days between construction inspection request and inspection	1.2	1.5	4.4	5.4	5.2	↓	↓	Up	Down
★ Average days between electrical inspection request and inspection	2.8	3.3	4.6	12.8	12.6	↓	↓	Up	Down
★ Average days between plumbing inspection request and inspection	2.4	2.2	2.6	5.0	4.8	↓	↓	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 21,471 Priority A complaints in Fiscal 2026, an 8 percent increase, or 1,602 more, from 19,869 in Fiscal 2025. The average time to respond to Priority A complaints in Fiscal 2026 remained at 0.3 days, satisfying the target of 1.0 day or less. Consistent 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 4,653 from Fiscal 2025 to Fiscal 2026, up to 78,294. The average time to respond to Priority B complaints increased from 17.4 days to 21.5 days, with the target of 40.0 days or less being satisfied. Consistent with Fiscal 2025, the increase in Priority B response time again concerned elevator complaints.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Priority A (emergency) complaints received	20,204	19,867	21,516	19,869	21,471	*	*	Neutral	*
Priority B (nonemergency) complaints received	63,279	68,480	73,547	73,641	78,294	*	*	Up	*
Priority A complaints responded to	19,699	19,398	20,757	19,416	20,937	*	*	Neutral	*
Priority B complaints responded to	54,954	57,847	61,013	55,882	59,591	*	*	Neutral	*
★ Average time to respond to Priority A complaints (days)	0.2	0.2	0.3	0.3	0.3	1.0	1.0	Up	Down
★ Average time to respond to Priority B complaints (days)	10.0	10.3	12.5	17.4	21.5	40.0	40.0	Up	Down
★ Residential illegal conversion complaints where access was obtained (%)	41.4%	30.9%	29.7%	26.9%	27.8%	44.0%	44.0%	Down	Up
– Access obtained and violations were written (%)	18.3%	21.4%	24.5%	25.3%	22.9%	*	*	Up	*
Work without a permit complaints where access was obtained and violations were written (%)	33.4%	30.4%	28.8%	36.9%	36.3%	*	*	Up	*
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 2b Rigorously enforce building and zoning laws.

The Department completed 415,481 inspections in Fiscal 2026, a nine percent increase from 379,691 inspections in Fiscal 2025, and issued 60,422 Office of Administrative Trials and Hearings (OATH)/Environmental Control Board (ECB) violations up from 52,891 issues in the prior year. Of the violations heard, more than 78 percent were upheld, which is down from more than 81 percent in the prior fiscal year. In Fiscal 2026, DOB violations issued increased from 39,901 in Fiscal 2025 to 143,725. The largest component of this increase is due to roughly 40,000 more violations being issued in Fiscal 2026 for failure to submit gas piping periodic inspection certification pursuant to Local Law 152 of 2016.

In Fiscal 2026, the Department issued 7,882 stop work orders (comprised of both full and partial stop work orders), a 19 percent increase from Fiscal 2025. The increase reflects the work of the Strategic Enforcement Division (created by Local Law 74 of 2024), which conducts proactive inspections with a particular focus on work without a permit and unlicensed activity. 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 the Department does not halt all work on a site unless absolutely necessary.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ All inspections completed	353,648	373,838	416,290	379,691	415,481	↑	↑	Up	Up
★ All development inspections completed	188,291	193,791	212,575	190,410	177,801	*	*	Neutral	*
★ All enforcement inspections completed	165,357	180,147	203,715	189,281	233,988	*	*	Up	*
Enforcement inspections resulting in violations (%)	10%	11%	13%	13%	13%	*	*	Up	*
DOB violations issued	45,171	138,431	172,567	39,901	143,725	*	*	Up	*
Office of Administrative Trials and Hearings violations issued	66,662	46,330	44,240	52,891	60,422	*	*	Neutral	*
★ Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	77.5%	79.8%	81.2%	81.5%	78.3%	80.0%	80.0%	Neutral	Up
★ Stop work orders issued	9,400	7,644	5,932	6,639	7,882	*	*	Down	*
★ Stop work orders rescinded	12,895	9,831	7,080	7,074	8,069	*	*	Down	*
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 2c Prevent construction-related fatalities and injuries.

Construction-related incidents causing serious or fatal injuries decreased 45 percent, from 557 in Fiscal 2025 to 308 in Fiscal 2026. Construction-related injuries related to these incidents decreased 12 percent from 363 to 320. There were eight construction-related fatalities in Fiscal 2026.

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 decrease in construction-related injuries in Fiscal 2026 compared to Fiscal 2025. To further address this issue, in fall 2026, the Mayor's Committee on Construction Safety will convene for the first time under the leadership of the Deputy Mayor for Housing & Planning, the Deputy Mayor for Economic Justice, and DOB. The Committee will convene relevant stakeholders and will seek to identify the root causes of persistent construction injuries and fatalities, and recommend changes to local laws, agency resources, enforcement practices, and contractor accountability standards to prevent injuries and fatalities.

The Department continues to visit permitted sites to discuss 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. Additionally, 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 continues to have a positive impact on reducing construction-related injuries.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Construction-related incidents	653	787	741	468	430	*	*	Down	Down
– Construction-related incidents with injury	477	623	575	557	308	*	*	Down	Down
★ Construction-related injuries	487	658	625	363	320	↓	↓	Down	Down
★ – Construction-related fatalities	6	8	7	8	8	↓	↓	Up	Down
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Workplace injuries reported	12	10	8	5	18	*	*	Up	Down
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Customer Experience									
Letters responded to within 14 days (%)	57%	50%	61%	64%	65%	57%	57%	Up	Up
E-mails responded to within 14 days (%)	81%	87%	85%	88%	80%	57%	57%	Neutral	Up
Calls answered within 30 seconds (%)	70%	61%	81%	82%	68%	*	*	Neutral	Up
CORE facility rating	91	98	95	99	99	85	85	Neutral	Up
Completed requests for interpretation	269	51	86	342	91	*	*	Down	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action – Elevator – Defective/Not Working (40 days)	84.9%	97.7%	77.1%	70.6%	75.2%	*	*	Down	*
Percent meeting time to first action – Work Contrary/Beyond Approved Plans/Permits (40 days)	99.8%	96.8%	97.6%	97.7%	97.9%	*	*	Neutral	*
Percent meeting time to first action – Failure to Maintain (40 days)	89.7%	84.8%	75.1%	39.6%	83.0%	*	*	Down	*
Percent meeting time to first action – Illegal Conversion of Residential Building/Space (40 days)	99.9%	96.0%	96.3%	97.5%	97.3%	*	*	Neutral	Down
Percent meeting time to first action – Work Without Permit (40 days)	98.6%	99.2%	99.9%	99.8%	98.6%	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	
Expenditures (\$000,000) ³	\$196.4	\$192.1	\$190.3	\$179.5	\$202.3	\$233.1	\$233.1	Neutral
Revenues (\$000,000)	\$336.3	\$319.5	\$353.8	\$391.9	\$481.3	\$387.7	\$358.3	Up
Personnel	1,560	1,569	1,563	1,605	1,695	1,883	1,885	Neutral
Overtime paid (\$000,000)	\$7.7	\$9.3	\$4.6	\$3.7	\$3.0	\$3.0	\$3.3	Down
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Annual Comprehensive Financial Reports, 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 FY25 ¹ (\$000,000)	Modified Budget FY26 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$145.6	\$162.9	
001 - Agencywide Operations	\$73.2	\$69.5	All
003 - Enforcement and Development	\$65.2	\$82.8	All
005 - Sustainability	\$7.2	\$10.6	*
Other Than Personal Services - Total	\$34.0	\$39.4	
002 - Agencywide Operations	\$27.9	\$32.6	All
004 - Enforcement and Development	\$5.4	\$4.5	All
006 - Sustainability	\$0.6	\$2.3	*
Agency Total	\$179.5	\$202.3	
¹ Annual Comprehensive Financial Reports (ACFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter. * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Ahmed Tigani was appointed Commissioner in January 2026.
- Previously published figures for Priority A and Priority B complaint indicators in Goal 2a were updated to remove complaint instances that are internally generated for tracking or agency referrals.
 - ‘Priority A (emergency) complaints received’ Fiscal 2022 figure was updated from 20,410 to 20,204; Fiscal 2023 from 21,012 to 19,867; Fiscal 2024 from 21,691 to 21,516; and Fiscal 2025 from 20,028 to 19,869.
 - ‘Priority B (nonemergency) complaints received’ Fiscal 2022 figure was updated from 64,791 to 63,279; Fiscal 2023 from 69,603 to 68,480; Fiscal 2024 from 75,554 to 73,547; and Fiscal 2025 from 75,932 to 73,641.
 - ‘Priority A complaints responded to’ Fiscal 2022 figure was updated from 19,849 to 19,699; Fiscal 2023 from 19,489 to 19,398; Fiscal 2024 from 20,861 to 20,757; and Fiscal 2025 from 19,729 to 19,416.
 - ‘Priority B complaints responded to’ Fiscal 2022 figure was updated from 56,413 to 54,954; Fiscal 2023 from 58,965 to 57,847; Fiscal 2024 from 62,962 to 61,013; and Fiscal 2025 from 58,160 to 55,882.
 - ‘Average time to respond to Priority B complaints (days)’ Fiscal 2022 figure was updated from 10.4 to 10.0; Fiscal 2023 from 10.8 to 10.3; Fiscal 2024 from 12.9 to 12.5; and Fiscal 2025 from 17.6 to 17.4.
- Previously published Fiscal 2025 figure for ‘All enforcement inspections completed’ in Goal 2b was updated from 190,410 to 189,281 after data review.

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.

