

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

Vilda Vera Mayuga, 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. OATH consists of three divisions responsible for adjudicating City matters: Trials Division, Hearings Division, and Special Education Hearings Division. The Trials Division adjudicates a wide range of issues that are referred to by any City agency, board, or commission. Trials are conducted by Administrative Law Judges appointed to five-year terms by OATH's Commissioner and Chief Administrative Law Judge. The Hearings Division adjudicates matters related to summonses issued by more than 25 different City enforcement agencies for alleged violations of City laws or rules. Hearings are conducted by Judicial Hearing Officers.

The Special Education Hearings Division adjudicates disputes about special education services provided to New York City children. These due process hearings are conducted by Impartial Hearing Officers certified by the State and appointed to four-year terms by OATH's Commissioner and Chief Administrative Law Judge. OATH also houses the Center for Creative Conflict Resolution, which provides mediation and restorative justice support to City government agencies. The Center also has public-facing programs, including MEND NYC (Mediating Establishment and Neighborhood Disputes) and a Green Thumbs program, both of which mediate disputes between the public and businesses or community spaces. Additionally, OATH provides training and other support services for the City's Administrative Law Judges and Hearing Officers through its Administrative Judicial Institute.

FOCUS ON EQUITY

OATH's focus on equity involves ensuring that all individuals and businesses with matters before OATH have equitable access to services and are treated fairly. For instance, respondents appearing before the Hearings Division have the convenient option of challenging summonses they receive from City enforcement agencies by phone. To further equitable access to justice, OATH offers parties a call-back option to minimize the wait time for hearings to start. Respondents can also sign up for reminders via text messaging of upcoming hearings and related instructions.

OATH's Help Center is another tool to further access to justice. Through one-on-one sessions, the Help Center supports self-represented respondents in navigating the OATH process. Support is provided in-person, over the phone, via email, or by text message. The Help Center also connects respondents with services offered by the Department of Small Business Services and other City agencies.

Key to OATH's focus on equity is also ensuring that all informational materials, forms and applications are available to every New Yorker, regardless of the language they speak. OATH provides free interpretation services at all hearings and Help Center interactions, and free document translation for evidence, applications and forms. Additionally, OATH provides hearing decisions in any language requested free of charge at both of its high-volume adjudicatory divisions, namely the Hearings Division and the 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 the Hearings Division through OATH’s Help Center.

HOW WE PERFORMED IN FISCAL 2026

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.

In Fiscal 2026, 2,439 cases were filed at the Trials Division, a decrease of five percent in case filings from Fiscal 2025. On average, the rate of cases settling at the Trials Division decreased slightly from 61 percent in Fiscal 2025 to 57 percent in Fiscal 2026.

Due to fewer Administrative Law Judges (ALJs) in Fiscal 2026 compared to the prior year, the average number of cases processed per ALJ increased by 42 percent from an average of 210.4 cases per ALJ in Fiscal 2025 to an average of 298.9 cases per ALJ in Fiscal 2026. Decision times increased 11 percent, from 40.7 days to 45.2 days. Similarly, the rate of decisions issued within 45 business days fell eight percentage points to 71 percent in Fiscal 2026. Towards the end of Fiscal 2026, two new ALJs were appointed and accordingly case-processing times are expected to improve in Fiscal 2027. However, it is important to keep in mind that fluctuations in decision time will vary depending on factors such as the number of charges, complaints, or causes of action, as well as the number of parties, the legal and factual issues involved, and whether a case is subject to statutory or other legal resolution deadlines.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Cases filed at OATH Trials Division	2,975	3,759	3,653	2,556	2,439	*	*	Down	*
Cases closed at OATH Trials Division	2,748	3,874	3,538	2,606	2,471	*	*	Down	*
Cases processed per Administrative Law Judge	178.7	324.2	313.6	210.4	298.9	*	*	Up	*
OATH Trials Division settlement rate (%)	57%	57%	60%	61%	57%	55%	55%	Neutral	*
Average time for OATH Trials Division to issue decisions after records closed (business days)	33.5	31.4	36.0	40.7	45.2	*	*	Up	*
★ OATH Trials Division cases with decisions issued within 45 business days (%)	78%	89%	83%	79%	71%	↑	↑	Down	Up
★ OATH Trials Division facts and conclusions adopted by agencies (%)	96%	99%	99%	97%	96%	96%	96%	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

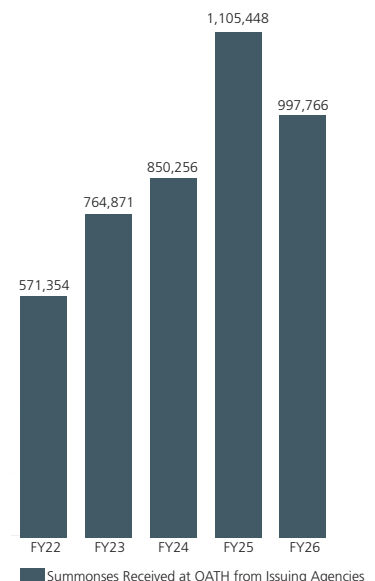
SERVICE 2 Adjudicate alleged violations of City administrative laws.

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

In Fiscal 2026, the Hearings Division received nearly one million summonses (997,766) from City enforcement agencies. This represents a 10 percent decrease in summonses filed when compared to the 1,105,448 summonses filed in Fiscal 2025, which is an all-time high.

Although fewer summonses were filed, OATH held 13 percent more hearings in Fiscal 2026 (up from 240,902 to 272,052). Hearings conducted across all methods rose in Fiscal 2026. OATH conducted 11 percent more hearings by phone (from 197,077 to 218,443), 20 percent more hearings with defenses submitted online (from 38,904 to 46,684), 32 percent more hearings with defenses submitted by mail (from 2,071 to 2,744), and 47 percent more in-person hearings (from 2,850 to 4,181). The average time to render a decision rose by five days in Fiscal 2026 (from 11 days to 16 days) due to staffing shortages and conducting 31,150 more total hearings. Despite issuing more hearing decisions in Fiscal 2026, 15 percent fewer appeals decisions were issued (down from 2,074 to 1,754).

Summonses Received at OATH from Issuing Agencies



Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Summonses received from enforcement agencies	571,354	764,871	850,256	1,105,448	997,766	*	*	Up	*
★ Summonses resolved through pre-hearing activities	193,455	263,343	285,592	377,222	342,062	*	*	Up	*
★ Decisions issued	415,130	492,246	592,716	678,578	686,960	*	*	Up	*
— Hearing and administrative decisions issued	159,666	175,941	193,249	217,049	233,149	*	*	Up	*
— Default decisions issued	255,464	316,305	399,467	461,529	453,811	*	*	Up	*
Hearings held	204,952	221,726	231,851	240,902	272,052	*	*	Up	*
— Hearings conducted by phone	196,407	189,541	192,166	197,077	218,443	*	*	Up	*
— Hearings conducted in-person	495	1,969	2,775	2,850	4,181	*	*	Up	*
— Hearings conducted with written defenses submitted online	24,173	26,942	33,832	38,904	46,684	*	*	Up	*
— Hearings conducted with written defenses submitted by mail	3,877	3,274	3,078	2,071	2,744	*	*	Down	*
★ Average days for Judicial Hearings Officers to render decisions	10	9	12	11	16	*	*	Up	*
★ Appeals decisions rendered	2,088	2,042	2,711	2,074	1,754	*	*	Down	*
★ 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.

In Fiscal 2026, 19 percent fewer cases were filed with the Special Education Hearings Division compared to Fiscal 2025 (down from 19,499 to 15,712). Accordingly, OATH conducted 29 percent fewer special education hearings (down from 19,617 to 13,866). OATH received all new special education cases filed for New York City in Fiscal 2025, whereas adjudication of these cases was previously handled in part by contracted Impartial Hearing Officers unaffiliated with OATH. With the decrease in caseload in Fiscal 2026, the average number of cases closed by Special Education Hearing Officer decreased (from 18 to 15) and the rate of special education cases closed within the regulatory timeframe increased three percentage points (from 70 percent to 73 percent). In Fiscal 2026, the average time to close special education cases increased from 101.9 days to 124.7 days. This reflects a shift in composition of cases filed with the Special Education Hearings Division in Fiscal 2026. Specifically, Individuals with Disabilities Education Act (IDEA) filings take longer to resolve due to increased complexity and rose 14 percent, whereas non-IDEA filings close faster and fell 45 percent. As such, the overall increase in time to close these cases is attributed to the higher proportion of more complex IDEA filings.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Cases filed and appointed to OATH Special Education Hearings Division	NA	NA	19,117	19,499	15,712	*	*	NA	*
Cases closed at OATH Special Education Hearings Division	NA	NA	15,583	18,376	17,550	*	*	NA	*
Average number of cases closed per Special Education Hearing Officer per month	NA	NA	16.9	17.9	15.2	*	*	NA	*
★ Special education cases closed within regulatory timeframe (%)	NA	NA	95%	70%	73%	90%	90%	NA	*
★ Average time from appointment to OATH Special Education Hearing Officer to case closure	NA	NA	84.5	101.9	124.7	105.0	105.0	NA	*
Settlement and other pre-trial conferences conducted for special education cases	NA	NA	14,489	21,174	19,121	*	*	NA	*
Special education hearings conducted	NA	NA	19,764	19,617	13,866	*	*	NA	*
Final decisions issued on the merits	NA	NA	6,651	11,448	11,980	*	*	NA	*
Special education cases where parents are represented by counsel or other representative (% of total)	NA	NA	93%	85%	94%	*	*	NA	*
Language services provided to parent	NA	NA	630	748	876	*	*	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 the 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.

The 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. With lower levels of demand in Fiscal 2026 compared to Fiscal 2025, the Center conducted seven percent fewer mediations for City employees (67 to 62), 12 percent fewer conflict resolution trainings (78 to 69), six percent fewer coaching sessions (100 to 94), and 15 percent fewer consultations for City personnel (241 to 204). However, there was a 28 percent increase in the number of restorative circles and group facilitation sessions administered (18 to 23). The satisfaction rate for Center services increased to 98 percent in Fiscal 2026, the highest satisfaction rate ever reported.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Mediations administered for City employees	45	50	81	67	62	*	*	Up	*
Conflict resolution trainings administered for City employees	51	55	85	78	69	*	*	Up	*
Coaching sessions for City personnel	69	79	71	100	94	*	*	Up	*
Consultations for City personnel	148	338	316	241	204	*	*	Neutral	*
Restorative group sessions	25	22	23	18	23	*	*	Down	*
Mediations administered for members of the public	12	7	10	11	9	*	*	Neutral	*
★ Participants who reported satisfaction with conflict resolution services	NA	97%	95%	96%	98%	*	*	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.

The 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. With 10 percent fewer summonses filed at OATH in Fiscal 2026, the Help Center concurrently conducted four percent fewer help sessions in Fiscal 2026 (down from 44,308 to 42,687).

The Help Center strives to provide unrepresented case respondents with multiple ways to connect for assistance, including by leaving a voicemail, sending an email, submitting an online contact form, or sending a text message. The average time to receive assistance increased from less than one day in Fiscal 2025 to 1.41 days in Fiscal 2026 when someone contacted the Help Center using its online contact form, primarily because the Help Center lost five staff members during Fiscal 2026 which have not been replaced. Despite operating with fewer staff in Fiscal 2026, the Help Center was able to decrease its response time when responding to inquiries made via email or by voicemail from 1.82 days to 1.23 days. In Fiscal 2026, 11,761 respondents were assisted by the Help Center using its text messaging service, down seven percent from the 12,691 people who were assisted via text in Fiscal 2025. Further, the Help Center's response time to text messages remained well under half a day in Fiscal 2026. In addition to help sessions and responses to inquiries, the Help Center staff also work at customer service windows to assist people who walk into each of OATH's borough Hearing Centers. In Fiscal 2026, there were 56,085 case respondents who visited OATH offices in person and were assisted at customer service windows by Help Center staff, a nearly five percent decrease from Fiscal 2025 when 58,839 people were assisted at walk-in locations.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Help Sessions conducted by OATH Help Center	40,637	38,435	33,595	44,308	42,687	*	*	Up	*
★ Average days after online request is made to initiate Help Center assistance	NA	0.37	0.40	0.77	1.41	*	*	NA	*
Respondents assisted by Help Center via text messaging exchange	NA	NA	NA	12,691	11,761	*	*	NA	*
★ Average days after text message request is made to initiate Help Center assistance	NA	NA	NA	0.29	0.36	⬇	⬇	NA	Down
Respondents assisted by Help Center via email/voicemail exchange	NA	NA	NA	25,001	24,967	*	*	NA	*
★ Average days after email/voicemail request is made to initiate Help Center assistance	NA	NA	NA	1.82	1.23	⬇	⬇	NA	Down
Respondents who were assisted by the Help Center at customer service windows	NA	NA	NA	58,839	56,085	*	*	NA	*
★ 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
Completed requests for interpretation	8,541	8,778	11,466	11,795	10,577	*	*	Up	*
Letters responded to within 14 days (%)	100%	91.67%	100%	100%	100%	*	*	Neutral	Up
E-mails responded to within 14 days (%)	100%	99%	100%	100%	100%	*	*	Neutral	Up
CORE facility rating	100	100	100	100	100	*	*	Neutral	Up
★ 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	\$44.7	\$55.8	\$67.3	\$71.6	\$75.3	\$81.8	\$82.5	Up
Revenues (\$000,000)	\$136.3	\$137.1	\$146.6	\$173.3	\$189.8	\$158.0	\$148.9	Up
Personnel	379	429	458	499	490	595	586	Up
Overtime paid (\$000)	\$68	\$39	\$128	\$78	\$10	\$10	\$10	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
001 - Personal Services	\$56.2	\$58.8	All
002 - Other Than Personal Services	\$15.5	\$16.5	All
Agency Total	\$71.6	\$75.3	
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.			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Vilda Vera Mayuga was appointed as Commissioner of the Office of Administrative Trials and Hearings in January 2026.

ADDITIONAL RESOURCES

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

