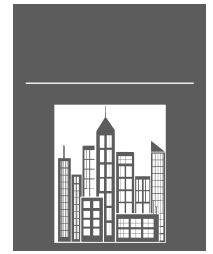


DEPARTMENT OF BUILDINGS



WHAT WE DO

The Department of Buildings (DOB) regulates the safe and lawful use of more than 1,000,000 buildings and over 40,000 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 efficient, impartial and effective service delivery and protection for all New Yorkers—tenants and owners alike—especially as DOB migrates more of its public-facing interactions online. Guided by the Building One City plan, the Department continues its rollout of DOB NOW, the Department's transformative initiative to replace a three-decades-old mainframe system and increase transparency of agency operations, ease business interactions with the agency, promote the highest standards of integrity internally and within the industry, and develop a data-driven approach to disciplining bad actors.

DOB is fully committed to protecting the public's long-term safety in the face of climate change. With the passage of the 2020 NYC Energy Conservation Code, and the continued implementation of significant parts of the NYC Green New Deal and OneNYC 2050 plan, including Local Law 97 of 2019, which seeks to reduce greenhouse gas emissions from buildings, the Department is focused on assisting owners in making their buildings more sustainable.

The key to success is DOB's effort to recruit a diverse and inclusive workforce reflective of the City's population, grounded in providing services in a fair and equitable manner to all members of the public. In the beginning of Fiscal 2022, as the city's workforce began returning to the office, the Department ensured all Return to Office procedures and policies were implemented fairly and equitably. DOB also refocused its approach to M/WBE participation by continuing to collaborate with the Mayor's Office on all its upcoming procurement initiatives in Fiscal 2022 to provide more opportunities and to expand its outreach to the M/WBE market. DOB's recruitment efforts continue to focus on best practices on diversity and inclusion. The Department will continue to implement best practices and promote equity throughout the workforce throughout the upcoming fiscal year.

OUR SERVICES AND GOALS

SERVICE 1 Facilitate safe and compliant development.

- Goal 1a Improve processing efficiency.
- Goal 1b Promptly review initial 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 the first four months of Fiscal 2022, job filings increased, including 4,027 Building Information Systems (BIS) filings and 44,348 DOB NOW filings. The number of completed plan reviews for total BIS and DOB NOW filings increased by 29 percent from 36,945 to 47,525, including 3,317 BIS completed plan reviews, and 44,208 DOB NOW completed plan reviews. Filings and plan reviews are expected to continue increasing via DOB NOW as volume shifts to that system from BIS.
- In Fiscal 2022, new building and major renovation filings at Borough Offices, along with amendments to prior filings, were very low in volume compared to the same period the prior year. This is reflective of the Department's transition from BIS to DOB NOW. There were 43 new building filings received through Borough Offices, and the average time to complete first plan reviews for new buildings at the Borough Offices increased by five days to nine days. There were 67 major renovation filings received through Borough Offices, and the average time to complete first plan review increased from 6.4 to 18.9 days. For jobs filed through the Hub, average plan review times for new buildings rose from 5.6 to 6.1 days, and for major renovations increased from 6.6 to 10.5 days. Average plan review times for minor renovations at the Borough Offices rose from 2.4 to 2.5 days, and rose from 0.8 to 1.2 days for the Hub. For filings processed through DOB NOW, the average time to complete first plan reviews for new buildings was seven days, for major renovations was six days, and for minor renovations was three days.
- In response to the COVID-19 pandemic, the Department moved the majority of its customer services online. As a result, there were 26,266 walk-in customers during these four months of Fiscal 2021. This is a six percent reduction from the same period in the prior year. Prior to the pandemic, the Department had seen 230,205 walk-in customers recorded during this same period.
- The average wait time for a construction inspection lowered from 1.4 days to 1.2 days, while average wait times for plumbing inspections decreased from 3.7 to 2.4 days, and for electrical inspections decreased from 7.7 to 2.2 days. In the same period the prior year, the Department had committed inspectors to enforcement of COVID-19 construction ban and re-opening requirements, which contributed to increased wait times for plumbing and electrical inspections.
- The Department received 7,264 Priority A complaints during the first four months of Fiscal 2022, which is 4 percent greater than in the same period last year. The average time to respond to Priority A complaints decreased from 0.4 days to 0.3 days, with the target of one day or less being satisfied. The Department responded to 23,495 Priority B complaints during the reporting period, down from 26,024 during the same period the prior year. The average time to respond to Priority B complaints decreased from 14.3 days to 11.2. The Department expects average response times to B complaints to remain below its 40-day target.
- The Department completed 51,980 construction inspections compared to 49,535 in the same Fiscal 2021 period. The Department issued 27,175 OATH/Environmental Control Board violations (34 percent more than a year ago). Of the violations heard, 79.5 percent were upheld, which is down roughly one half percent from the 79.9 percent upheld last year. DOB violations issued decreased to 17,362 from 23,441 in the same Fiscal 2021 period.
- Compared to Fiscal 201, construction-related accidents decreased from 197 to 160 and construction-related injuries decreased from 201 to 165, while fatalities decreased from four to one. The Department continues to implement Local Law 196 of 2017 that requires workers on the City's larger building construction sites to have specific hours of safety training. Through October 2021, Department-approved course providers issued over 123,000 Site Safety Training Cards. Efforts to raise safety awareness included direct outreach at job sites, distribution of outreach material in multiple languages, mailing permit holders and site safety professionals about training requirements, issuing public service notices, training over professionals during Local Law 196 information sessions, and social media engagement.

SERVICE 1 Facilitate safe and compliant development.

Goal 1a Improve processing efficiency.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Filings (DOB NOW)	24,415	58,309	88,472	*	*	23,736	44,348
Jobs filed (BIS)	81,809	45,428	31,865	*	*	17,074	4,027
★ Average customer in-person transaction time (minutes)	5	5	5	↓	↓	6	5
Average customer in-person wait time (minutes)	23	16	10	*	*	10	8
Work permits issued - Initial (DOB NOW)	20,299	38,652	57,786	*	*	17,626	30,113
Work permits issued - Renewals (DOB NOW)	10,433	16,273	27,239	*	*	6,393	11,455
Building permits issued - Initial (BIS)	93,676	46,524	30,298	*	*	13,495	5,033
Building permits issued - Renewals (BIS)	56,834	46,875	43,661	*	*	14,013	10,560
Certificates of Occupancy issued	6,197	4,049	5,194	*	*	1,286	1,352
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

Goal 1b Promptly review initial construction plans.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
First plan reviews completed (BIS)	75,577	41,262	25,334	*	*	13,325	3,317
First plan reviews completed (DOB NOW)	24,398	57,619	87,059	*	*	23,620	44,208
★ Average days to complete first plan review (Borough offices) - New buildings	4.4	5.2	5.3	12.0	12.0	4.7	9.0
★ Average days to complete first plan review (Borough offices) - Major renovation (Alteration I)	5.0	5.4	6.8	10.0	10.0	6.4	18.9
Average days to complete first plan review (Borough offices) - Minor renovation (Alterations II and III)	1.3	2.7	2.7	4.0	4.0	2.4	2.5
Average days to complete first plan review (Hub projects) - New buildings	4.5	4.9	5.5	*	*	5.6	6.1
Average days to complete first plan review (Hub projects) - Major renovation (Alteration I)	4.2	4.8	6.1	*	*	6.6	10.5
Average days to complete first plan review (Hub projects) - Minor renovation (Alterations II and III)	1.4	1.8	0.8	*	*	0.8	1.2
Average days to complete first plan review (DOB NOW)	0.6	1.0	2.4	*	*	1.6	2.8
★ Average days to complete first plan review (DOB NOW) - New buildings	NA	NA	9	↓	↓	0	7
★ Average days to complete first plan review (DOB NOW) - Major renovation	NA	NA	9	↓	↓	0	6
★ Average days to complete first plan review (DOB NOW) - Minor renovation	1	1	2	↓	↓	2	3
Average days from filing to approval (DOB NOW)	45.6	8.3	11.2	*	*	11.4	13.6
Permitted jobs professionally certified (%)	58.1%	62.2%	58.0%	*	*	59.8%	58.2%
Permitted jobs professionally certified that were audited (%)	13.4%	11.9%	7.8%	*	*	9.9%	3.2%
Of eligible audited jobs, the percent of audits that resulted in revocation notices (%)	41.1%	44.2%	28.8%	*	*	28.7%	40.7%
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

Goal 1c Promptly schedule development inspections.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Average days between construction inspection request and inspection	2.0	1.9	1.2	↓	↓	1.4	1.2
★ Average days between electrical inspection request and inspection	2.6	2.5	3.9	↓	↓	7.7	2.2
★ Average days between plumbing inspection request and inspection	2.4	2.5	2.9	↓	↓	3.7	2.4
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Priority A (emergency) complaints received	17,281	20,458	19,152	*	*	6,998	7,264
Priority B (nonemergency) complaints received	77,386	72,246	64,800	*	*	26,024	23,495
Priority A complaints responded to	16,737	20,054	18,822	*	*	6,889	7,084
Priority B complaints responded to	70,027	61,749	55,718	*	*	20,262	19,481
★ Average time to respond to Priority A complaints (days)	0.3	0.4	0.3	1.0	1.0	0.4	0.3
★ Average time to respond to Priority B complaints (days)	11.4	11.8	12.1	40.0	40.0	14.3	11.2
★ Residential illegal conversion complaints where access was obtained (%)	38.0%	41.9%	32.4%	44.0%	44.0%	30.8%	35.9%
– Access obtained and violations were written (%)	41.6%	34.4%	35.8%	*	*	41.6%	23.2%
Work without a permit complaints where access was obtained and violations were written (%)	29.3%	35.0%	43.0%	*	*	34.6%	38.1%
★ Critical Indicator ● Equity Indicator “NA” Not Available ⬆️⬆️ Directional Target * None							

Goal 2b Rigorously enforce building and zoning laws.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Construction inspections completed	203,077	168,507	162,135	140,000	140,000	49,535	51,980
Construction inspections resulting in violations (%)	30.1%	28.8%	25.9%	*	*	27.5%	29.1%
DOB violations issued	80,874	96,969	65,411	*	*	23,441	17,362
Office of Administrative Trials and Hearings violations issued	89,964	80,155	72,966	*	*	20,263	27,175
★ Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	79.9%	72.6%	78.1%	80.0%	80.0%	79.9%	79.5%
★ Critical Indicator ● Equity Indicator “NA” Not Available ⬆️⬆️ Directional Target * None							

Goal 2c Prevent construction-related fatalities and injuries.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Construction-related incidents	915	764	736	*	*	269	202
– Construction-related accidents	625	509	533	*	*	197	160
★ Construction-related injuries	646	534	540	⬇️	⬇️	201	165
★ – Construction-related fatalities	11	8	13	⬇️	⬇️	4	1
Incident inspections resulting in violations (%)	81.7%	87.4%	87.0%	*	*	84.0%	85.9%
★ Critical Indicator ● Equity Indicator “NA” Not Available ⬆️⬆️ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Workplace injuries reported	10	16	17	*	*	5	5
★ Critical Indicator ● Equity Indicator “NA” Not Available ⬆️⬆️ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Customer Experience							
E-mails responded to in 14 days (%)	53%	51%	82%	57%	57%	86%	75%
Letters responded to in 14 days (%)	58%	86%	47%	57%	57%	57%	69%
Calls answered in 30 seconds (%)	68%	62%	64%	*	*	63%	71%
Completed customer requests for interpretation	122	77	85	*	*	NA	NA
CORE customer experience rating (0-100)	NA	99	98	85	85	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Elevator - Defective/Not Working (60 days)	NA	NA	100%	50%	50%	100%	100%
Percent meeting time to first action - General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	98%	98%	99%	72%	72%	100%	100%
Percent meeting time to first action - General Construction/Plumbing - Failure to Maintain (60 days)	63%	89%	97%	77%	77%	96%	99%
Percent meeting time to first action - Illegal Conversion of Residential Building/Space (60 days)	100%	89%	100%	57%	57%	95%	97%
Percent meeting time to first action - No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	97%	97%	97%	77%	77%	98%	100%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2021 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY19	FY20	FY21	FY22	FY22 ¹	FY23 ¹	FY21	FY22
Expenditures (\$000,000) ²	\$173.2	\$189.5	\$197.3	\$235.1	\$243.4	\$216.1	\$71.8	\$74.8
Revenues (\$000,000)	\$388.5	\$340.6	\$314.3	\$339.2	\$340.8	\$338.6	\$106.6	\$107.4
Personnel	1,665	1,734	1,672	2,030	2,041	1,969	1,693	1,617
Overtime paid (\$000,000)	\$7.5	\$8.8	\$6.4	\$3.0	\$5.0	\$3.0	\$2.1	\$2.2
¹ February 2022 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

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 FY21 ¹ (\$000,000)	February 2022 Financial Plan FY22 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$138.5	\$163.3	All
002 - Other Than Personal Services	\$58.8	\$80.1	All
Agency Total	\$197.3	\$243.4	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The 'Collisions involving City vehicles' indicator was published until Fiscal 2019, but DOB is a DCAS client agency and counts are no longer published separately. DOB collisions data is included in DCAS agency reporting in the Vehicle Fleets and Maintenance Additional Tables chapter.

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.

