

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 (DOB) 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 across the board, 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 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. The Department is currently working with the New York City Council on legislation to implement several initiatives of the Get Sheds Down plan, including the creation of new enforcement tools to compel compliance.

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. The Department continues to implement multiple initiatives to support this mission, which have led to a 40 percent decrease in construction-related incidents with injury and a 45 percent decrease in resulting worker injuries in the first four months of Fiscal 2025 compared to the same period in the prior fiscal year. 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. This would 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 underserved 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 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, such as a new DOB rule package, the City will continue to support the full implementation of Local Law 97 of 2019 (LL97), 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

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

- 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 Calendar 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. Though applicants are required to use DOB NOW for most filings, as of the first four months 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 indicators. In the first four months of Fiscal 2025, job filings in DOB NOW increased to 88,976 compared to 83,071 in the same period in Fiscal 2024. Job filings in BIS decreased 50 percent across comparative reporting periods to 6,015 filings.
- In the first four months of Fiscal 2025, DOB issued 41,139 initial and 14,134 renewal work permits in DOB NOW, a 17 percent and eight percent increase respectively compared to the same period of last fiscal year. Total work permits issued in BIS continue to trend down as expected as job volume shifts to DOB NOW.
- Across comparative reporting periods, the average time for the Department to complete first plan reviews for DOB NOW filings increased from 5.8 days to 5.9 for new buildings, increased by 17 percent to 5.9 days for major renovations, and increased 27 percent to 3.0 days for minor renovations. The average days from filing in DOB NOW to approval rose modestly in the first four months of Fiscal 2025 compared to the same period in Fiscal 2024, from 19.8 days to 20.3 days. The days-to-approval measure includes both the time an application is with the Department and time with the applicant. Plan resubmissions and their reviews decreased four percent for new buildings and increased 27 percent for major renovations in the first four months of Fiscal 2025, compared to the same period in Fiscal 2024.
- With the transition to DOB NOW, the initial filing volume in BIS has substantially decreased and is now less than 5 percent of total filing volume. Therefore, while the average days to complete initial application plan reviews increased from 9.9 days in the first four months of Fiscal 2024 to 21.5 days in the same period of Fiscal 2025 for major renovations, and from 3.2 days to 9.5 days for minor renovations, these represent a small subset of atypical applications and thus not representative of the overall filing process.
- Average inspection response time in all categories was impacted by ongoing budgetary constraints and reduced staff capacity. The average wait time for a construction inspection increased from 3.0 days to 4.2 days, while average wait times for plumbing inspections increased from 2.6 days to 3.9 days and electrical inspections more than doubled from 4.0 days to 9.4 days, in the reporting period in Fiscal 2025 compared to the same period in Fiscal 2024. DOB completed 62,831 development inspections in the first four months of Fiscal 2025, 14 percent fewer than during the same period of Fiscal 2024.
- Average response time for Priority A (emergency) complaints remained steady between the comparative reporting periods at 0.3 days. Average response time for Priority B (non-emergency) complaints rose nearly three days to 15.0 days in the first four months of Fiscal 2025, however remains below the target of 40 days.
- The Department issued 15,766 Office of Administrative Trials and Hearings (OATH)/Environmental Control Board (ECB) violations in the first four months of Fiscal 2025, 19 percent more than in the same period in Fiscal 2024. Of the violations heard, 82.4 percent were upheld, which is down slightly from the 82.9 percent upheld during the same period last year. The Department issued 29,422 violations, compared to 5,897 in the same period in Fiscal 2024. This increase is due to failures to file annual boiler inspection reports and affirmations of correction for Calendar 2023.
- In the first four months of Fiscal 2025, the Department issued 2,246 total stop work orders (comprised of both full and partial stop work orders), a 12 percent increase from the same period in Fiscal 2024. 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 was halted unless absolutely necessary.

- Across comparative reporting periods, construction-related incidents with injury decreased from 237 to 143 and construction-related injuries decreased from 266 to 146. There was one construction-related fatality during this period, one less than in the same period of Fiscal 2024. The Department's comprehensive approach to bolstering safety awareness involves direct engagement at construction sites, targeted distribution of outreach materials focusing on fall protection and ladder safety, communication of training prerequisites to permit holders and site safety professionals, and active engagement on social media. The Department remains committed to enforcing Local Law 196 of 2017, which requires workers on construction sites complete the mandated 40 hours of safety training. Additionally, beginning in Calendar 2024, the allowable number of construction sites overseen by an individual Construction Superintendent was reduced from five to three. The Department believes this had a positive impact on reducing construction-related injuries.

SERVICE 1 Facilitate safe and compliant development.

Goal 1a Improve processing efficiency.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Jobs filed – All applications (DOB NOW)	240,005	248,446	253,548	*	*	83,071	88,976
Jobs filed – All applications (BIS)	37,670	40,926	26,873	*	*	12,104	6,015
Work permits issued – Initial (DOB NOW)	104,512	106,458	108,668	*	*	35,327	41,139
Work permits issued – Renewals (DOB NOW)	34,571	41,422	41,499	*	*	13,102	14,134
Work permits issued – Initial (BIS)	13,391	12,775	6,149	*	*	4,325	262
Work permits issued – Renewals (BIS)	29,787	19,657	12,418	*	*	4,256	2,947
★ Average customer in-person transaction time (minutes)	5	6	6	↓	↓	6	7
Average customer in-person wait time (minutes)	9	6	6	*	*	6	6
Certificates of occupancy issued (permanent and initial temporary)	13,958	15,412	15,007	*	*	5,031	5,378
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

Goal 1b Promptly review initial construction plans.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
First plan reviews completed – All applications (DOB NOW)	136,720	142,061	149,991	*	*	48,505	54,185
First plan reviews completed – Initial applications (BIS)	11,262	13,197	6,952	*	*	4,511	766
Average days to complete first plan review – All applications (DOB NOW)	2.9	2.7	3.3	*	*	2.9	3.5
★ Average days to complete first plan review – New Buildings – All applications (DOB NOW)	7.7	6.5	6.5	↓	↓	5.8	5.9
★ Average days to complete first plan review – Major Renovations (Alteration CO) – All applications (DOB NOW)	5.7	5.0	5.5	↓	↓	5.0	5.9
★ Average days to complete first plan review – Minor Renovations (Alteration) – All applications (DOB NOW)	2.5	2.2	2.8	↓	↓	2.4	3.0
★ Average days to complete first plan review – Major Renovations (Alteration I) – Initial applications (BIS)	18.7	16.1	15.0	10.0	10.0	9.9	21.5
Average days to complete first plan review – Minor Renovations – Initial applications (BIS)	2.1	3.5	4.1	4.0	4.0	3.2	9.5
Average days from filing to approval – All applications (DOB NOW)	14.7	18.1	20.2	*	*	19.8	20.3
★ Resubmission plan reviews completed – All applications (DOB NOW)	75,128	88,252	92,392	↓	↓	30,598	31,792
★ Resubmission plan reviews completed – All applications (BIS)	12,789	10,387	10,086	↓	↓	4,155	2,580
Jobs professionally certified	117,753	114,779	107,288	*	*	37,224	37,291
Jobs professionally certified that were audited (pre-approval)	3,388	4,595	5,322	*	*	1,719	1,782
Jobs professionally certified that were audited (post-approval) (%)	21.9%	23.8%	23.7%	*	*	23.3%	22.4%
Of eligible audited jobs (post-approval), the percent of audits that failed (%)	5.1%	3.6%	2.5%	*	*	2.9%	2.2%
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

Goal 1c**Promptly schedule development inspections.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Average days between construction inspection request and inspection	1.2	1.5	4.4	↓	↓	3.0	4.2
★ Average days between electrical inspection request and inspection	2.8	3.3	4.6	↓	↓	4.0	9.4
★ Average days between plumbing inspection request and inspection	2.4	2.2	2.6	↓	↓	2.6	3.9
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Priority A (emergency) complaints received	20,410	21,012	21,691	*	*	7,454	7,030
Priority B (nonemergency) complaints received	64,791	69,603	75,554	*	*	26,625	26,722
Priority A complaints responded to	19,849	19,489	20,861	*	*	7,229	6,796
Priority B complaints responded to	56,413	58,965	62,962	*	*	22,463	19,994
★ Average time to respond to Priority A complaints (days)	0.2	0.2	0.3	1.0	1.0	0.2	0.3
★ Average time to respond to Priority B complaints (days)	10.4	10.8	12.9	40.0	40.0	12.5	15.0
★ Residential illegal conversion complaints where access was obtained (%)	41.4%	30.9%	29.7%	44.0%	44.0%	29.2%	25.8%
– Access obtained and violations were written (%)	18.3%	21.4%	24.5%	*	*	26.1%	20.9%
Work without a permit complaints where access was obtained and violations were written (%)	33.4%	30.4%	28.8%	*	*	29.9%	27.5%
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ All inspections completed	353,648	373,838	416,290	↑	↑	145,391	130,308
★ All development inspections completed	188,291	193,791	212,575	*	*	72,957	62,831
★ All enforcement inspections completed	165,357	180,147	203,715	*	*	72,434	67,477
Enforcement inspections resulting in violations (%)	10%	6%	7%	*	*	9%	11%
DOB violations issued	45,171	138,431	172,567	*	*	5,897	29,422
Office of Administrative Trials and Hearings violations issued	66,662	46,330	44,240	*	*	13,302	15,766
★ Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	77.5%	79.8%	81.2%	80.0%	80.0%	82.9%	82.4%
★ Stop work orders issued	9,400	7,644	5,932	*	*	2,015	2,246
★ Stop work orders rescinded	12,895	9,831	7,080	*	*	2,512	2,618
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Construction-related incidents	653	787	741	*	*	280	181
– Construction-related incidents with injury	477	623	575	*	*	237	143
★ Construction-related injuries	487	658	625	↓	↓	266	146
★ – Construction-related fatalities	6	8	7	↓	↓	2	1
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Workplace injuries reported	12	10	8	*	*	3	2
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Customer Experience							
Letters responded to within 14 days (%)	57%	50%	61%	57%	57%	59%	45%
E-mails responded to within 14 days (%)	81%	87%	85%	57%	57%	86%	78%
Calls answered within 30 seconds (%)	70%	61%	81%	*	*	81%	83%
CORE facility rating	91	98	95	85	85	NA	NA
Completed requests for interpretation	269	51	86	*	*	NA	NA
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Response to 311 Service Requests (SRs)							
Percent meeting time to first action – Elevator – Defective/Not Working (40 days)	84.9%	97.7%	77.1%	*	*	91.3%	74.8%
Percent meeting time to first action – Work Contrary/Beyond Approved Plans/Permits (40 days)	99.8%	96.8%	97.6%	*	*	97.2%	98.0%
Percent meeting time to first action – Failure to Maintain (40 days)	89.7%	84.8%	75.1%	*	*	87.6%	35.7%
Percent meeting time to first action – Illegal Conversion of Residential Building/Space (40 days)	99.9%	96.0%	96.3%	*	*	96.9%	97.2%
Percent meeting time to first action – Work Without Permit (40 days)	98.6%	99.2%	99.9%	*	*	99.9%	99.7%
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↑↓ Directional Target	* None			

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 ¹	FY26 ¹	FY24	FY25
Expenditures (\$000,000) ²	\$196.4	\$192.1	\$190.3	\$212.4	\$206.3	\$220.4	\$62.9	\$62.0
Revenues (\$000,000)	\$336.3	\$319.5	\$353.8	\$345.3	\$348.0	\$347.6	\$114.7	\$124.0
Personnel	1,560	1,569	1,563	1,676	1,772	1,837	1,589	1,522
Overtime paid (\$000,000)	\$7.7	\$9.3	\$4.6	\$3.0	\$3.1	\$3.0	\$2.3	\$0.9
1January 2025 Financial Plan.	2Expenditures 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 FY24 ¹ (\$000,000)	January 2025 Financial Plan FY25 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$149.8	\$162.7	
001 - Personal Services	\$107.9	\$79.2	All
003 - Inspections	\$42.0	\$72.8	2b
005 - Sustainability ⁴	NA	\$10.6	*
Other Than Personal Services - Total	\$40.5	\$43.7	
002 - Other Than Personal Services	\$39.4	\$35.7	All
004 - Inspections	\$1.1	\$6.7	2b
006 - Sustainability ⁴	NA	\$1.2	*
Agency Total	\$190.3	\$206.3	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter. ⁴This UA originated in Fiscal 2025. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Preceding the Fiscal 2025 Preliminary Mayor's Management Report, the Mayor's Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.

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.



March 10, 2025

Errata Sheet

City of New York Fiscal 2025 Preliminary Mayor's Management Report www.nyc.gov/mmr

Subsequent to the initial publication of the Fiscal 2025 Preliminary Mayor's Management Report, errors were found in the classification of Units of Appropriation in the Spending and Budget table of the Department of Buildings (DOB) and Administration for Children's Services (ACS) chapters. The errors are as follows:

- Page 215, Administration for Children's Services: the erroneously published unit '001-Child Welfare' is '001-Personal Services.'
- Page 303, Department of Buildings: the erroneously published units '001-Personal Services' and '002-Other Than Personal Services' are '001-Agencywide Operations' and '002-Agencywide Operations,' and published units '003-Inspections' and '004-Inspections' are '003-Enforcement and Development' and '004-Enforcement and Development.'

These corrections will be noted in the Noteworthy Changes, Additions or Deletions section of their respective chapters in the Fiscal 2025 Mayor's Management Report.

