



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 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 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. Since the launch of the initiative, Department actions have helped to remove more than 438 sheds across the City which had previously been up for over five years. Overall, the City has seen an over 12 percent net decrease in sidewalk sheds since the plan was first announced.

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 safety mission, which have led to a 26 percent decrease in construction-related injuries in the first four months of Fiscal 2026 compared to the same period in Fiscal 2025. The most recent construction safety data show that during the first 10 months of Calendar 2025 building construction sites have continued to become safer, with construction-related incidents and injuries both dropping over 30 percent when compared to the same period in Calendar 2024.

Building on this progress to promote safety for all New Yorkers, the Department has increased staffing levels for several enforcement units that focus on proactive enforcement, parking structure safety, gas safety, and sidewalk shed regulations. The efforts of these inspectors 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.

The Department is also working to make the built environment more accessible for elderly New Yorkers and those with disabilities. New construction projects must comply with the City's robust accessibility design regulations set forth in the City's Building Code, meaning that every permit issued for a new building and alteration project opens up more of the City to New Yorkers of all abilities. In an effort to further improve upon these accessibility regulations, the Department, in partnership with the Department of Housing Preservation and Development, launched the "Opening Doors" Building Accessibility Innovation Challenge in September 2025. The initiative invites architects, engineers, advocates, accessibility experts, and members of the public to submit forward-thinking ideas to the City that can help shape the future of accessibility in the five boroughs. The ideas will be reviewed by a panel of judges that includes other government agencies and industry experts. Winning ideas will be announced in Calendar 2026 and could potentially lead to changes to the City's codes.

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

- 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 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. In the first four months of Fiscal 2026, job filings in DOB NOW increased to 92,311 compared to 88,976 in the same period in Fiscal 2025. Job filings in BIS decreased by 19 percent across comparative reporting periods to 4,885 filings.
- In the first four months of Fiscal 2026, DOB issued 39,952 initial and 15,243 renewal work permits in DOB NOW, a three percent decrease and eight percent increase, respectively, compared to the same period of Fiscal 2025. Total work permits issued in BIS continue to trend down as expected as job volume shifts to DOB NOW. During the same period DOB issued 169 initial and 2,186 renewal work permits in BIS, down 36 percent and 26 percent, respectively.
- DOB completed 53,662 first plan reviews in DOB NOW, and 861 first plans reviews in BIS in the first four months of Fiscal 2026, a one percent decrease and 12 percent increase, respectively, from the same period in Fiscal 2025. Across comparative reporting periods, the average time for the Department to complete first plan reviews for DOB NOW filings increased for types, up 70 percent from 5.9 days to 10.0 days for new buildings, 57 percent to 9.2 days for major renovations, and 39 percent to 4.2 days for minor renovations. The average days from filing in DOB NOW to approval rose in the first four months of Fiscal 2026 compared to the same period in Fiscal 2025, from 20.3 days to 23.6 days. Filing complexities and submission quality, as well as resource constraints, contributed to extended plan review times and instances of rejection or resubmission. 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 increased seven percent in DOB NOW from 35,581 to 38,105, with notable increases for new buildings and full demolitions. These filing types can be more complicated requiring resubmissions after initial review.
- Average inspection response time in all categories remains impacted by ongoing budgetary constraints and reduced staff capacity, however, it has continued to improve since the latter half of Fiscal 2025. The average wait time for a construction inspection increased from 4.3 days in the first four months of Fiscal 2025 to 4.6 days in the same period of Fiscal 2026, while average wait times for plumbing inspections increased from 4.0 days to 6.2 days. Electrical inspection response time decreased from 9.5 days to 8.7 days during the same period. DOB completed 131,726 inspections, consistent with the number of inspections performed in the same period last fiscal year.
- Average response time for Priority A (emergency) complaints remained steady at 0.3 days, comparing the first four months of Fiscal 2025 to the same period of Fiscal 2026. Average response time for Priority B (non-emergency) complaints rose from 15.0 days to 21.2 days in the first four months of Fiscal 2026, however it remains below the target of 40 days. Increased Priority B response times are primarily driven by elevator complaints, as the elevator unit continues to be impacted by ongoing budgetary constraints and reduced staff capacity.
- The Department issued 20,123 Office of Administrative Trials and Hearings (OATH)/Environmental Control Board (ECB) violations in the first four months of Fiscal 2026, 28 percent more than in the same period in Fiscal 2025. Of the violations heard, 80.0 percent were upheld, which is down from 82.4 percent upheld during the same period last year. The Department issued 34,197 violations, compared to 29,422 in the same period in Fiscal 2025.
- In the first four months of Fiscal 2026, the Department issued 2,683 total stop work orders (comprised of both full and partial stop work orders), a 20 percent increase from the same period in Fiscal 2025. 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.

- Comparing the first four months of Fiscal 2025 to the same period of Fiscal 2026, construction-related incidents with injury decreased from 143 to 103 and construction-related injuries decreased from 146 to 108. There were two construction-related fatalities during this period, the same as in the same period of Fiscal 2025. 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 continues to have 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Jobs filed – All applications (DOB NOW)	248,446	253,548	259,086	*	*	88,976	92,311
Jobs filed – All applications (BIS)	40,926	26,873	16,420	*	*	6,015	4,885
Work permits issued – Initial (DOB NOW)	106,458	108,668	114,771	*	*	41,139	39,952
Work permits issued – Renewals (DOB NOW)	41,422	41,499	45,017	*	*	14,134	15,243
Work permits issued – Initial (BIS)	12,775	6,149	705	*	*	262	169
Work permits issued – Renewals (BIS)	19,657	12,418	8,847	*	*	2,947	2,186
★ Average customer in-person transaction time (minutes)	6	6	7	↓	↓	7	7
Average customer in-person wait time (minutes)	6	6	7	*	*	6	6
Certificates of occupancy issued (permanent and initial temporary)	15,412	15,007	15,932	*	*	5,378	5,454
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None			

Goal 1b Promptly review construction plans.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
First plan reviews completed – All applications (DOB NOW)	142,061	149,991	153,551	*	*	54,185	53,662
First plan reviews completed – Initial applications (BIS)	13,197	6,952	2,344	*	*	766	861
Average days to complete first plan review – All applications (DOB NOW)	2.7	3.3	3.7	*	*	3.5	5.4
★ Average days to complete first plan review – New Buildings – All applications (DOB NOW)	6.5	6.5	6.3	↓	↓	5.9	10.0
★ Average days to complete first plan review – Major Renovations (Alteration CO) – All applications (DOB NOW)	5.0	5.5	6.0	↓	↓	5.9	9.2
★ Average days to complete first plan review – Minor Renovations (Alteration) – All applications (DOB NOW)	2.2	2.8	3.2	↓	↓	3.0	4.2
★ Average days to complete first plan review – Major Renovations (Alteration I) – Initial applications (BIS)	16.1	15.0	20.1	10.0	10.0	21.5	16.8
Average days to complete first plan review – Minor Renovations – Initial applications (BIS)	3.5	4.1	9.6	4.0	4.0	9.5	12.2
Average days from filing to approval – All applications (DOB NOW)	18.1	20.2	20.3	*	*	20.3	23.6
★ Resubmission plan reviews completed – All applications (DOB NOW)	88,252	102,342	106,759	↓	↓	35,581	38,105
★ Resubmission plan reviews completed – All applications (BIS)	10,387	10,086	7,128	↓	↓	2,580	2,061
Jobs professionally certified	114,779	107,288	104,939	*	*	37,291	36,644
Jobs professionally certified that were audited (pre-approval)	4,595	5,322	5,234	*	*	1,782	1,925
Jobs professionally certified that were audited (post-approval) (%)	23.8%	23.7%	23.3%	*	*	22.4%	23.9%
Of eligible audited jobs (post-approval), the percent of audits that failed (%)	3.6%	2.5%	2.3%	*	*	2.2%	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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Average days between construction inspection request and inspection	1.5	4.4	5.4	↓	↓	4.3	4.6
★ Average days between electrical inspection request and inspection	3.3	4.6	12.8	↓	↓	9.5	8.7
★ Average days between plumbing inspection request and inspection	2.2	2.6	5.0	↓	↓	4.0	6.2
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Priority A (emergency) complaints received	21,012	21,691	20,028	*	*	7,030	7,134
Priority B (nonemergency) complaints received	69,603	75,554	75,932	*	*	26,722	27,362
Priority A complaints responded to	19,489	20,861	19,729	*	*	6,796	7,035
Priority B complaints responded to	58,965	62,962	58,160	*	*	19,994	19,668
★ Average time to respond to Priority A complaints (days)	0.2	0.3	0.3	1.0	1.0	0.3	0.3
★ Average time to respond to Priority B complaints (days)	10.8	12.9	17.6	40.0	40.0	15.0	21.2
★ Residential illegal conversion complaints where access was obtained (%)	30.9%	29.7%	26.9%	44.0%	44.0%	28.3%	30.9%
– Access obtained and violations were written (%)	21.4%	24.5%	25.3%	*	*	29.1%	23.0%
Work without a permit complaints where access was obtained and violations were written (%)	30.4%	28.8%	36.9%	*	*	32.5%	41.7%
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ All inspections completed	373,838	416,290	379,691	↑	↑	130,308	131,726
★ All development inspections completed	193,791	212,575	190,410	*	*	62,831	65,469
★ All enforcement inspections completed	180,147	203,715	190,410	*	*	67,477	66,527
Enforcement inspections resulting in violations (%)	11%	13%	13%	*	*	11%	12%
DOB violations issued	138,431	172,567	39,901	*	*	29,422	34,197
Office of Administrative Trials and Hearings violations issued	46,330	44,240	52,891	*	*	15,766	20,123
★ Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	79.8%	81.2%	81.5%	80.0%	80.0%	82.4%	80.0%
★ Stop work orders issued	7,644	5,932	6,639	*	*	2,246	2,683
★ Stop work orders rescinded	9,831	7,080	7,074	*	*	2,618	2,663
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Construction-related incidents	787	741	468	*	*	181	147
– Construction-related incidents with injury	623	575	557	*	*	143	103
★ Construction-related injuries	658	625	363	↓	↓	146	108
★ – Construction-related fatalities	8	7	8	↓	↓	2	2
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Workplace injuries reported	10	8	5	*	*	2	5
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Customer Experience							
Letters responded to within 14 days (%)	50%	61%	64%	57%	57%	45%	53%
E-mails responded to within 14 days (%)	87%	85%	88%	57%	57%	78%	80%
Calls answered within 30 seconds (%)	61%	81%	82%	*	*	83%	81%
CORE facility rating	98	95	99	85	85	NA	NA
Completed requests for interpretation	51	86	342	*	*	NA	NA
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Response to 311 Service Requests (SRs)							
Percent meeting time to first action – Elevator – Defective/Not Working (40 days)	97.7%	77.1%	70.6%	*	*	74.8%	74.7%
Percent meeting time to first action – Work Contrary/Beyond Approved Plans/ Permits (40 days)	96.8%	97.6%	97.7%	*	*	98.0%	97.9%
Percent meeting time to first action – Failure to Maintain (40 days)	84.8%	75.1%	39.6%	*	*	35.7%	34.4%
Percent meeting time to first action – Illegal Conversion of Residential Building/ Space (40 days)	96.0%	96.3%	97.5%	*	*	97.2%	97.1%
Percent meeting time to first action – Work Without Permit (40 days)	99.2%	99.9%	99.8%	*	*	99.7%	99.3%
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY23	FY24	FY25	FY26	FY26 ¹	FY27 ¹	FY25	FY26
Expenditures (\$000,000) ²	\$192.1	\$190.3	\$179.5	\$230.9	\$233.1	\$213.7	\$62.0	\$71.8
Revenues (\$000,000)	\$319.5	\$353.8	\$391.9	\$351.2	\$387.7	\$353.1	\$124.0	\$158.1
Personnel	1,569	1,563	1,605	1,853	1,883	1,894	1,522	1,606
Overtime paid (\$000,000)	\$9.3	\$4.6	\$3.7	\$3.0	\$3.0	\$3.3	\$0.9	\$1.0

¹February 2026 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 FY25 ¹ (\$000,000)	February 2026 Financial Plan FY26 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$145.6	\$177.3	
001 - Agencywide Operations	\$73.2	\$82.1	All
003 - Enforcement and Development	\$65.2	\$84.6	All
005 - Sustainability	\$7.2	\$10.6	*
Other Than Personal Services - Total	\$34.0	\$55.8	
002 - Agencywide Operations	\$27.9	\$47.0	All
004 - Enforcement and Development	\$5.4	\$5.2	All
006 - Sustainability	\$0.6	\$3.6	*
Agency Total	\$179.5	\$233.1	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter. * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Previously published figures for ‘Resubmission plan reviews completed – All applications (DOB NOW)’ in Goal 1b were updated after data review; Fiscal 2024 from 92,392 to 102,342, four-month Fiscal 2025 from 31,792 to 35,581, and Fiscal 2025 total from 100,023 to 106,759.
- Previously published Fiscal 2025 four-month figures were updated in Goal 1c after data review. ‘Average days between construction inspection request and inspection’ was updated from 4.2 to 4.3 days, ‘Average days between electrical inspection request and inspection’ from 9.4 to 9.5 days, and ‘Average days between plumbing inspection request and inspection’ from 3.9 to 4.0 days.
- Previously published Fiscal 2025 four-month figures were updated in Goal 2a after data review. ‘Residential illegal conversion complaints where access was obtained (%)’ was adjusted from 25.8 percent to 28.3 percent, for ‘Residential illegal conversion complaints where access was obtained and violations were written (%)’ was updated from 20.9 percent to 29.1 percent, and ‘Work without a permit complaints where access was obtained and violations were written (%)’ was updated from 27.5 percent to 32.5 percent.
- Previously published Fiscal 2025 four-month figure for ‘Construction-related fatalities’ was adjusted from one to two.

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.

