



# DEPARTMENT OF BUILDINGS

## What We Do

The Department of Buildings (DOB) ensures the safe and lawful use of more than 975,000 buildings and properties by enforcing the City's Building Code, the City's Zoning Resolution, New York State Labor Law and New York State Multiple Dwelling Law. The Department enforces compliance with these regulations and promotes worker and public safety through its review and approval of building plans, permitting and licensing functions, and inspections.

## Our Services and Goals

### **Service 1: Facilitate safe and compliant development.**

Goal 1a: Improve application 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 construction laws.

Goal 2c: Prevent construction-related fatalities and injuries.

## How We Performed

- Job filings for new buildings increased by over 50 percent, with one- and two-family homes in areas affected by Hurricane Sandy accounting for the majority of the increase. Overall, job filings increased by 16.6 percent and the time to complete application processing averaged 0.2 days. At the end of the reporting period, the Department began offering virtual plan exam reviews for minor construction permits through its NYC Development Hub. Moving forward, this new service will allow property owners and industry professionals to receive permits faster than ever before.
- The Department completed over 27,000 first plan reviews in an average of 5.2 days compared to almost 24,100 reviews in 4.2 days during the same period last year. The average time to complete first plan reviews of new buildings rose by 23.2 percent to 14.6 days due principally to the 38.4 percent rise in the number of completed plan reviews of new buildings. At 14.9 and 4.2 days, the average times to complete first plan reviews of major alterations and minor alterations were also higher than last year's 10.4 and 3.6 day averages. However, with the above-referenced expansion of the NYC Development Hub, the Department expects that plan review times will improve.
- Average wait times for construction and plumbing inspections were better than the respective targets of 4.5 and 5.0 days, while the wait time for electrical inspections came close to the six-day target at 6.2 days.
- The Department continued to outperform its one-day response target for Priority A (emergency) complaints. However, the average response time to Priority B (nonemergency) complaints remained higher than the performance goal of 40 days and was also higher than the comparable Fiscal 2013 period. The longer response time resulted from a 30 percent increase in the number of B complaints responded to – an increase of 5,402 complaints – and the agency's ongoing effort to eliminate its B complaint backlog. Nevertheless, despite an almost one-third increase in the number of Priority B complaints that resulted in a vacate or stop work order, average response times for this most risky subset decreased by more than half to 6.8 days.

- There were no construction-related fatalities reported during the first four months of Fiscal 2014 compared to three during the first four months of Fiscal 2013, and 67 injuries, down from 68. Construction-related accidents increased over the last reporting period, rising by 7.6 percent to 71.

**Service 1: Facilitate safe and compliant development.**  
**Goal 1a: Improve application processing efficiency.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Jobs filed	65,358	68,911	72,288	*	*	24,268	28,304
★ Average time to complete application processing (days)	0.3	0.2	0.1	0.1	0.1	0.1	0.2
Building permits issued - Initial	83,151	87,190	88,290	*	*	31,159	35,557
Building permits issued - Renewals	37,876	39,321	41,230	*	*	12,301	13,582
Certificates of Occupancy issued	7,044	6,642	5,949	*	*	2,147	1,984

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

**Goal 1b: Promptly review initial construction plans.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
First plan reviews completed	61,507	63,130	69,380	*	*	24,099	27,011
Average days to complete first plan review	4.7	4.6	4.8	4.5	4.5	4.2	5.2
★ Average days to complete first plan review - New buildings	14.9	12.6	15.9	12.0	13.0	11.8	14.6
★ Average days to complete first plan review - Major renovation (Alteration I)	11.7	11.2	12.0	10.0	11.5	10.4	14.9
Average days to complete first plan review - Minor renovation (Alterations II and III)	3.9	3.9	4.1	4.0	4.0	3.6	4.2
Jobs professionally certified (%)	47.6%	50.3%	55.2%	*	*	53.9%	59.5%
Jobs professionally certified that were audited (%)	20.3%	24.8%	20.3%	20.0%	20.0%	20.6%	18.8%
- Audits that resulted in revocation notices (%)	14.8%	9.8%	10.4%	*	*	8.8%	8.6%

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average wait time for a construction inspection (days)	NA	NA	4.7	4.5	4.5	5.5	3.5
★ Average wait time for a plumbing inspection (days)	NA	NA	5.1	5.0	5.0	NA	4.7
★ Average wait time for an electrical inspection (days)	NA	NA	6.3	6.0	6.0	6.6	6.2

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**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	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Priority A (emergency) complaints received	15,182	14,662	14,511	*	*	5,515	4,927
Priority B (nonemergency) complaints received	67,228	64,402	58,983	*	*	21,461	23,219
Priority A complaints responded to	15,075	14,540	14,542	*	*	5,485	4,929
Priority B complaints responded to	63,219	59,236	51,990	*	*	18,003	23,405
- Complaints that resulted in a vacate or stop work order	4,903	4,069	3,660	*	*	1,255	1,641
★ Average time to respond to Priority A complaints (days)	0.5	0.6	0.7	1.0	1.0	0.6	0.7
★ Average time to respond to Priority B complaints (days)	28.5	41.1	48.5	40.0	40.0	41.5	45.3
★ - Response time to Priority B complaints that resulted in a vacate or stop work order	15.0	15.0	9.5	10.0	9.0	15.0	6.8
★ Residential illegal conversion complaints where access was obtained (%)	46.9%	46.4%	41.6%	47.0%	44.0%	39.4%	40.5%
- Access obtained and violations were written (%)	54.7%	53.5%	50.2%	*	*	47.6%	44.3%
Work without a permit complaints where access was obtained and violations were written (%)	68.9%	67.2%	86.7%	*	*	88.5%	81.1%

★ Critical Indicator \*NA\* - means Not Available in this report ↓ ↑ shows desired direction

**Goal 2b: Rigorously enforce construction laws.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Construction inspections completed	171,547	141,237	131,444	140,000	140,000	46,772	47,655
Average construction inspections per inspector day	NA	12.9	11.8	*	*	13.0	11.7
Construction inspections resulting in violations (%)	17.2%	20.7%	21.3%	*	*	22.1%	18.8%
DOB violations issued	56,299	82,606	65,189	*	*	19,676	16,182
Environmental Control Board violations issued	62,070	53,293	43,320	*	*	15,758	16,679
★ Violations admitted to or upheld at the Environmental Control Board (%)	78.2%	77.1%	79.4%	78.0%	78.0%	NA	NA

★ Critical Indicator \*NA\* - means Not Available in this report ↓ ↑ shows desired direction

**Goal 2c: Prevent construction-related fatalities and injuries.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Construction-related incidents	422	405	403	*	*	162	154
- Construction-related accidents	119	157	173	*	*	66	71
★ Construction-related injuries	128	187	187	↓	↓	68	67
★ Construction-related fatalities	4	7	5	↓	↓	3	0
Incident inspections resulting in violations (%)	76.5%	77.1%	79.6%	*	*	81.3%	74.4%

★ Critical Indicator \*NA\* - means Not Available in this report ↓ ↑ shows desired direction

**Agency-wide Management**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Accidents involving City vehicles	48	36	22	*	*	4	11
Workplace injuries reported	32	16	17	*	*	5	6

## Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Emails responded to in 14 days (%)	62%	50%	37%	50%	*	24%	66%
Letters responded to in 14 days (%)	67%	58%	54%	60%	*	55%	66%
Calls answered in 30 seconds (%)	91%	91%	NA	90%	*	90%	NA

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Elevator - Defective/Not Working (60 days)	30	50	49	50	*	48	48
Percent meeting time to first action - General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	86	68	70	70	*	73	69
Percent meeting time to first action - General Construction/Plumbing - Failure to Maintain (60 days)	84	77	77	80	*	81	74
Percent meeting time to first action - Illegal Conversion of Residential Building/Space (60 days)	50	44	47	50	*	53	49
Percent meeting time to first action - No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	77	70	72	72	*	77	71

## Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 <sup>1</sup>	FY15 <sup>1</sup>	FY13	FY14
Expenditures (\$000,000) <sup>2</sup>	\$99.0	\$95.1	\$102.5	\$107.3	\$107.8	\$99.2	\$32.8	\$35.3
Revenues (\$000,000)	\$165.2	\$198.2	\$228.0	\$172.5	\$196.2	\$169.6	\$72.0	\$81.6
Personnel	1,094	1,067	1,039	1,162	1,183	1,163	1,055	1,058
Overtime paid (\$000,000)	\$3.1	\$4.5	\$6.1	\$5.1	\$5.2	\$3.2	\$1.4	\$1.9

<sup>1</sup>February 2014 Financial Plan      <sup>2</sup>Expenditures include all funds.      "NA" - Not Available in this report

## Noteworthy Changes, Additions or Deletions

- DOB updated four-month Fiscal 2013 data for several indicators. Many of the adjustments were routine and relatively minor but changes were more substantive for the following indicators – the number of first plan reviews completed (from 21,969 to 24,099); average response time to Priority B complaints (from 45.3 days to 41.5 days); work without a permit complaints where access was obtained and violations were written (from 69% to 88.5%); the percent of residential illegal conversion complaints where access was obtained (from 44% to 39.4%) and the percent of these where violations were written (from 53.2% to 47.6%); the number of construction inspections completed (from 44,939 to 46,772); and the percent of emails responded to in 14 days (from 69% to 24%). The necessary reallocation of staff last year in response to Hurricane Sandy, as well as resulting systems issues, led to data entry backlogs that were not fully addressed until after the release of the Fiscal 2013 Preliminary Mayor's Management Report.

For additional agency performance statistics, please visit:

- Annual reports:  
<http://www.nyc.gov/html/dob/html/about/about.shtml>
- Department Statistics (seven reports, either monthly or weekly):  
[http://www.nyc.gov/html/dob/html/codes\\_and\\_reference\\_materials/statistics.shtml](http://www.nyc.gov/html/dob/html/codes_and_reference_materials/statistics.shtml)

For more information on the agency, please visit: [www.nyc.gov/dob](http://www.nyc.gov/dob).