



DEPARTMENT OF BUILDINGS

Robert LiMandri, Commissioner

Key Public Service Areas

- ✓ Ensure the safe and lawful use of buildings and properties by enforcing the Building Code, Zoning Resolution, and other applicable laws.
- ✓ Facilitate compliant construction through the timely delivery of services.

Scope of Agency Operations

The Buildings Department 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 the New York State Multiple Dwelling Law. On an annual basis the Department reviews over 65,000 construction plans, issues more than 130,000 new and renewed permits, performs more than 310,000 inspections, and issues 25 types of licenses and registrations. The Department facilitates compliant construction by continually streamlining the permit application process, and delivers services with integrity and professionalism.

Critical Objectives

- Protect public safety by inspecting construction and buildings to ensure compliance.
- Prevent construction-related injuries and fatalities.
- Enforce Building Code and zoning regulations.
- Improve the enforceability of violations issued.
- Respond to public complaints in a timely manner.
- Ensure that individuals have proper qualifications to perform regulated work.
- Improve the timeliness of construction plan reviews, permit issuance, and related inspections.

Preliminary Performance Highlights

- The Department completed 48,186 construction inspections during the reporting period, a 24 percent decline. The decrease is principally due to reduced field hours resulting from staff vacancies and a more extensive training program.
- On average, response times to emergency complaints (Priority A) remained unchanged at 9.6 hours. More than 94 percent of emergency complaints were responded to within 1.5 days, narrowly missing the 95 percent performance target. However, response times to nonemergency complaints (Priority B) increased by 50 percent, from 30.5 days to 45.7 days, as the Department continued to prioritize allocation of its limited resources to emergencies and special inspections. Only 58.4 percent of nonemergency complaints were responded to within 40 days, far below the 70 percent target.
- Fewer construction-related incidents were reported to the Department reflecting, in part, the positive impact of the Department's safety educational outreach efforts and increased enforcement. Compared to the same period last year, incidents decreased by 29 percent from 171 to 121, fatalities held steady at one, accidents increased from 46 to 52, while injuries rose from 51 to 68.
- The Department issued approximately 6,600 fewer Notices of Violation. In large part, the 27.2 percent decline is a result of the drop in construction inspections.
- At 5.2 days, the overall average time to complete first plan reviews was relatively unchanged, but there were variances by job type. First plan reviews of new buildings were completed in an average of 13.1 days, more than one day faster, while the time to review major alterations increased by one day to 13.1 days. The time to complete plan reviews of minor alterations was comparable to a year ago at 4.5 days.



Performance Report

- ✓ Ensure the safe and lawful use of buildings and properties by enforcing the Building Code, Zoning Resolution, and other applicable laws.

Performance Statistics	Actual			Target		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated FY12	FY13		
<i>Construction inspections completed</i>	244,585	212,038	171,547	*	*	63,760	48,186
- Complaints (%)	31.7%	33.8%	31.8%	*	*	35.0%	30.7%
- Certificate of Occupancy (%)	7.5%	7.4%	7.7%	*	*	7.6%	7.3%
- Construction monitoring (%)	20.0%	16.9%	14.3%	*	*	14.5%	13.2%
- Other (%)	40.8%	42.0%	46.2%	*	*	42.9%	48.8%
★ Average construction inspections per inspector day	NA	NA	NA	*	*	NA	11.7
★ Construction inspections resulting in at least one Stop Work Order (%)	2.4%	1.6%	1.4%	*	*	1.4%	1.9%
★ Construction inspections resulting in a Vacate Order (%)	1.0%	1.4%	1.5%	*	*	1.5%	1.6%
<i>Construction inspections resulting in at least one Work Without a Permit Violation (%)</i>	4.5%	4.8%	5.2%	*	*	5.3%	5.6%
★ Number of Priority A (emergency) complaints received	22,114	18,828	15,182	*	*	5,539	4,991
★ Number of Priority B (nonemergency) complaints received	89,134	76,485	67,228	*	*	24,151	22,510
Number of Priority A complaints responded to	22,145	18,535	15,075	*	*	5,496	4,898
Number of Priority B complaints responded to	89,217	74,708	63,219	*	*	23,559	19,890
Priority A complaints responded to within 1.5 days (%)	96.6%	95.7%	94.8%	95.0%	95.0%	95.5%	94.3%
Priority B complaints responded to within 40 days (%)	93.5%	78.2%	68.8%	80.0%	80.0%	71.0%	58.4%
★ Average time to respond to Priority A complaints (days)	0.4	0.3	0.5	*	*	0.4	0.4
★ Average time to respond to Priority B complaints (days)	10.5	19.8	28.5	*	*	30.5	45.7
★ Percent of incident inspections resulting in violations	75.9%	77.7%	76.5%	*	*	75.7%	75.8%
★ Number of incidents of unsafe facade conditions and falling debris resulting in injuries	77	82	72	*	*	28	33
★ Percent of unsafe facade conditions and falling debris complaints where access was obtained and violations were written	NA	50.6%	52.1%	*	*	50.7%	47.1%
★ Percent of residential illegal conversion complaints where access was obtained	NA	49.4%	46.9%	*	*	48.1%	48.7%
★ Percent of residential illegal conversion complaints where access was obtained and violations were written	NA	49.6%	54.7%	*	*	56.0%	52.7%
★ Percent of after hours work complaints where access was obtained and violations were written	NA	6.4%	3.7%	*	*	6.0%	3.4%
★ Percent of failure to maintain complaints where access was obtained and violations were written	NA	81.0%	76.2%	*	*	75.9%	68.7%
★ Number of construction-related incidents	529	614	420	*	*	171	121
- Construction-related accidents	201	198	119	*	*	46	52
★ Number of construction-related injuries	223	206	128	*	*	51	68
★ Number of construction-related fatalities	5	4	4	*	*	1	1
<i>Licenses and registrations issued (new and renewal)</i>	15,280	15,876	11,055	*	*	3,201	3,044
Mail-in license renewals processed within 25 days (%)	47.5%	92.0%	83.3%	70.0%	70.0%	97.0%	81.3%
Environmental Control Board violations issued	81,287	74,163	62,070	*	*	24,195	17,614
Percent of Notices of Violation upheld by ECB	83.2%	81.4%	78.2%	*	*	NA	NA
Certificates of Correction approved	45,234	53,473	47,967	*	*	16,313	14,411

★ Critical Indicator "NA" - means Not Available in this report

✓ Facilitate compliant construction through the timely delivery of services.



	Actual			Target		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated FY12	Updated FY13		
<i>Performance Statistics</i>							
<i>Jobs filed</i>	64,442	60,235	65,358	*	*	23,050	23,406
- New Buildings	3,039	1,427	1,726	*	*	609	533
- Alterations I (major renovation)	4,924	4,181	4,127	*	*	1,353	1,366
- Alterations II and III (minor renovation)	56,479	54,627	59,505	*	*	21,088	21,507
<i>Jobs pending with objections by DOB (%)</i>	48.6%	45.5%	46.3%	*	*	42.7%	40.0%
<i>Jobs approved with modifications made (%)</i>	37.0%	33.0%	35.9%	*	*	24.3%	23.0%
<i>Certificates of Occupancy issued</i>	9,219	7,672	7,044	*	*	2,511	2,202
<i>Jobs professionally certified (%)</i>	45.5%	45.1%	47.6%	*	*	48.6%	52.1%
★ <i>Jobs professionally certified that were audited (%)</i>	24.2%	24.4%	20.3%	20.0%	20.0%	20.5%	20.1%
★ <i>Audits of professionally certified jobs resulting in revocation notices (%)</i>	26.0%	20.1%	14.8%	*	*	12.7%	11.9%
<i>Applications resulting in a permit (%)</i>	76.4%	75.0%	78.7%	*	*	62.8%	62.9%
★ <i>Average days to complete first plan review</i>	3.1	5.1	4.7	4.5	4.5	5.1	5.2
★ - New buildings	7.1	16.2	14.9	*	*	14.3	13.1
- Alteration I (major renovation)	7.1	13.7	11.7	*	*	12.1	13.1
- Alterations II and III (minor renovation)	2.5	4.0	3.9	*	*	4.3	4.5

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Agency Customer Service

The Department of Buildings provides service to its customers through its call centers, walk-in facilities, website and correspondence. Preliminary Fiscal 2011 figures cover July-September for walk-in services and interpretation, and July-October for other measures.

Indicator	DOB	Citywide	DOB	Citywide	DOB Change	Citywide Change
	Jul-Oct FY11	Jul-Oct FY11	Jul-Oct FY12	Jul-Oct FY12	Jul-Oct FY11 to FY12	Jul-Oct FY11 to FY12
<i>Average call wait time (min:sec)</i>	0:09	1:38	0:08	1:47	-11%	10%
<i>Average response time for email correspondence (days)</i>	24	5	24	8	0%	60%
<i>Average response time for letters/mail correspondence (days)</i>	21	11	27	9	29%	-18%
<i>Service requests meeting expected time of action (%)</i>	54.6%	82.2%	55.7%	89.7%	2%	9%
<i>Number of 311 inquiries (to MMR agencies)</i>	153,672	2,467,532	137,140	2,245,344	-11%	-9%



311 Customer Service Center Requests for Service

	Total Jul-Oct FY11	Target - FY11 Days to Action	Actual - Jul-Oct FY11 Days to Ac- tion	% Meeting FY11 Target	Total Jul-Oct FY12	Target - FY12 Days to Action	Actual - Jul-Oct FY12 Days to Ac- tion	% Meeting FY12 Target
Top Service Requests								
<i>Elevator - Defective/Not Working</i>	4,247	60.0	107.8	21%	2,337	60.0	98.6	40%
<i>General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits</i>	720	60.0	24.3	83%	659	60.0	41.8	68%
<i>General Construction/Plumbing - Failure To Maintain</i>	2,101	60.0	16.1	88%	1,594	60.0	26.8	79%
<i>Illegal Conversion of Residential Building/Space</i>	8,597	60.0	94.5	35%	4,870	60.0	72.7	50%
<i>No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator</i>	10,865	60.0	34.2	75%	1,552	60.0	30.1	68%

311 Customer Service Center Inquiries

	Total Jul-Oct FY11	% of DOB Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of DOB Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
Top DOB-related Inquiries						
<i>Schedule a Plan Examiner Appointment</i>	58,315	38%	1	47,602	35%	1
<i>Cancel/Modify/Reschedule Plan Exam Appointments</i>	15,721	10%	2	15,617	11%	2
<i>Illegal Conversion or Occupancy of Residential Space</i>	12,017	8%	3	11,217	8%	3
<i>Building Construction Complaint - Illegal Construction</i>	8,524	6%	4	7,959	6%	4
<i>Defective or Uninspected Elevator or Escalator Complaint</i>	6,638	4%	5	6,516	5%	5

Agency Resources

Agency Resources	A c t u a l			September 2010 MMR	Updated		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	FY12	FY12 ¹	FY13 ¹	FY11	FY12
<i>Expenditures (\$ millions)²</i>	\$109.7	\$101.5	\$99.0	\$94.6	\$94.7	\$91.6	\$37.2	\$32.4
<i>Revenues (\$ millions)</i>	\$147.1	\$132.9	\$165.2	\$146.9	\$159.6	\$153.1	\$54.1	\$59.7
<i>Personnel</i>	1,227	1,174	1,094	1,163	1,135	1,135	1,137	1,061
<i>Overtime paid (\$000)</i>	\$5,645	\$4,317	\$3,141	*	*	*	\$976	\$1,191

¹January 2012 Financial Plan

"NA" - Not Available in this report

²Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.



Noteworthy Changes, Additions or Deletions

- The Department updated four-month Fiscal 2011 data for ‘Construction inspections completed’ and for the four related sub-indicators. Four-month Fiscal 2011 data was also updated for four measures related to Priority A and B complaints, the number of Environmental Control Board violations issued, the total number of jobs filed and the number filed for minor renovations, the number of Certificates of Occupancy issued, and for the four indicators that report on the time to complete first plan reviews. DOB also corrected Fiscal 2011 data for ‘Average days to complete first plan review – Alterations II and III.’ The majority of changes were relatively minor, reflecting routine updates to data.
- The Department revised its methodology for calculating the metric ‘Average construction inspections per inspector day.’ The revised calculation is based on the number of inspections divided by the number of field hours plus office hours spent completing research related to inspections; previously, all office hours were counted. DOB has not yet established a revised performance target to reflect this change.
- Fiscal 2010 data and four-month and year-end Fiscal 2011 data for the ‘Percent of residential illegal conversion complaints where access was obtained’ was corrected. Data for the same time periods was also corrected for the four metrics that report on the percent of violations written for specific types of inspected conditions (unsafe façade and falling debris, residential illegal conversions, after-hours work, and failure to maintain). Corrected data prior to Fiscal 2010 is not available.
- During the reporting period the Department completed a quality assurance review of the data reported for the four construction-related metrics and identified a number of incidents that had been reported in error. As a result of the review, previously reported data from Fiscal 2006 to the present was revised as necessary. For data included in the Fiscal 2012 Preliminary Mayor’s Management Report, this resulted in changes to data for fiscal years 2009 and 2010 as well as four-month and year-end Fiscal 2011 data for the number of incidents, accidents and injuries, and revised Fiscal 2010 data for the number of fatalities. All previously reported data for the indicator ‘Percent of incident inspections resulting in violations’ and data for fiscal years 2009 through 2011, including four-month Fiscal 2011 data, for ‘Number of incidents of unsafe façade conditions and falling debris resulting in injuries’ was also corrected.

For more information please visit the website at: www.nyc.gov/buildings

