

# THE COUNCIL OF THE CITY OF NEW YORK

Hon. Corey Johnson  
Speaker of the Council

Hon. Robert Cornegy, Jr.  
Chair, Committee on Housing and Buildings



Report of the Finance Division on the  
Fiscal 2019 Preliminary Budget and the  
Fiscal 2018 Preliminary Mayor's Management Report for the

## **Department of Buildings**

March 14, 2018

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## Department of Buildings Overview

The Department of Buildings (DOB) regulates the safe and lawful use of more than 1,000,000 buildings and 40,000 active construction sites by enforcing laws, including the City's Construction Codes, Zoning Resolution and Energy Code, as well as the New York State Multiple Dwelling Law.

### Services and Activities

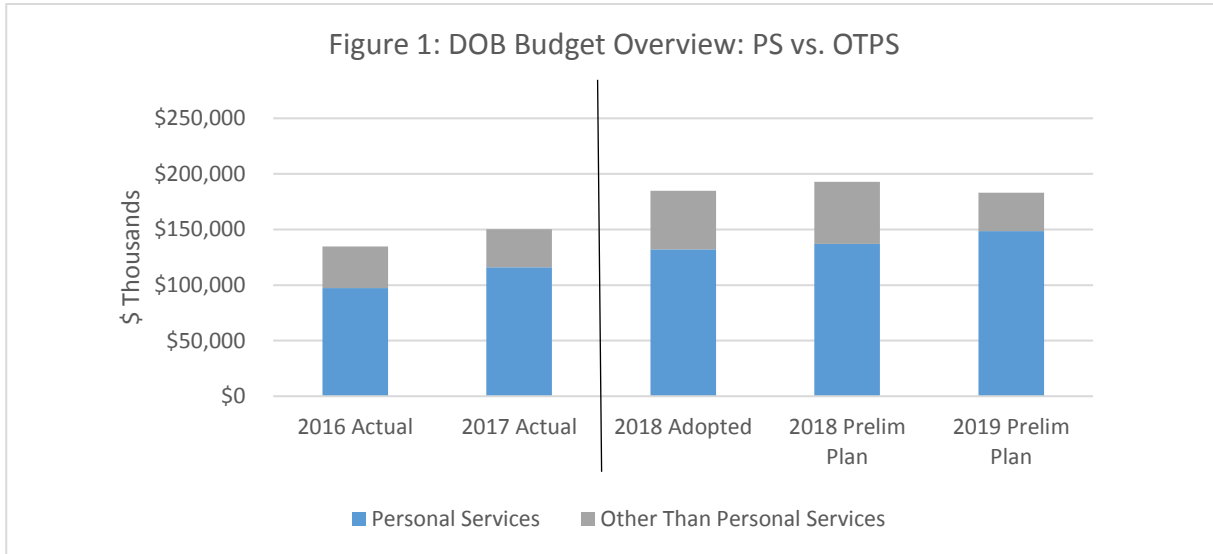


#### DOB's activities include:

- Regulates the safe and lawful use of over 1,000,000 buildings and 40,000 active construction sites;
- Enforces compliance with the City's Construction Codes, Zoning Resolution and Energy Code;
- Reviews building plans for new buildings, minor and major renovations;
- Issues building permits and renewals;
- Conducts inspections for construction, electrical and plumbing work;
- Reviews and issues licenses and certificates of occupancy;
- Responds to complaints and issues violations of building and zoning laws;
- Conducts audits on projects that are professionally certified;
- Conducts inspections of boilers and elevators;
- Identifies buildings that pose a threat to public safety;
- Penalizes unsafe and corrupt behavior; and
- Issues certifications for construction site safety monitors.

## Fiscal 2019 Preliminary Budget Highlights

The Fiscal 2019 Preliminary Budget for the Department of Buildings totals \$183 million, comprised of all City funds, including \$148.7 million for Personal Services (PS) to support 1,870 full time employees and \$34.3 million for Other Than Personal Services (OTPS) to support contractual and professional services.



### Highlights of DOB’s Fiscal 2019 Preliminary Budget

Since the Fiscal 2018 Adopted Budget, DOB has identified \$18.6 million in new needs for Fiscal 2019. The changes reflected in DOB’s Fiscal 2019 Preliminary Budget are primarily due to: new staffing needs associated with recent construction site safety legislation; prior year adjustments; the tenant protection initiative; and administrative support. The Fiscal 2019 Preliminary Plan includes these key actions for DOB.

- Build it Back.** City funds of \$1.3 million are added in Fiscal 2018 for PS costs related to 40 temporary workers to support work related to the Build it Back program. This action maintains funding for construction inspectors and project manager positions who manage the pre-construction process for Build it Back projects.
- Basement Apartment Program.** City funds of \$205,000 are added in Fiscal 2018 and \$215,000 in Fiscal 2019 for the hiring of a program administrator to enforce construction code compliance with the basement apartment pilot program in East New York. The program will subsidize basement conversions to assist building owners with bringing existing underground apartment units up to code and will result in an estimated 5,000 units towards the affordable housing production goals set forth in *Housing New York*.
- Construction Site Safety and Training Compliance.** City funds of \$2.6 million (\$800,000 in PS and \$1.8 million in OTPS) are added in Fiscal 2018 for the hiring of 42 positions and \$13.2 million (\$10.1 million in PS and \$3.1 million in OTPS) are added in Fiscal 2019 for the hiring of 145 positions in order to baseline expenses related to construction site safety enforcement and compliance with the new construction safety training law pursuant to Local Law 196 of 2017. Under the legislation, beginning March 1, 2018, permit holders will be required to ensure that all construction and demolition workers and subcontractors employed or engaged at a permitted site have completed

a U.S. Department of Labor Occupational Safety and Health Administration (OSHA) 10-hour training course, an OSHA 30-hour training course, or a 100-hour program of OSHA training. Once fully phased-in, Local Law 196 will require that by 2019, construction workers at certain job sites receive a minimum of 40 hours of safety training and construction supervisors receive a minimum of 60 hours of safety training. The annualized cost of expanding Construction Site Safety and Training Compliance and related personnel is \$14.8 million and 192 positions, which are baselined through Fiscal 2022.

- **Tenant Protection Legislation.** City funds of \$1.6 million (\$546,000 in PS and \$1.1 million in OTPS) are added in Fiscal 2018 for the hiring of 37 inspectorial, technical and administrative staff positions to support enforcement inspections and construction plan review audits as part of the Stand for Tenant Safety legislative package signed into law in August 2017. The annualized cost of expanding Tenant Protection services and related personnel is \$5.2 million and 75 positions, which are baselined through Fiscal 2022.
- **Citywide Savings Program.** The Department of Buildings will generate budget savings of \$1.9 million in Fiscal 2018 and \$1.7 million in Fiscal 2019 from the increased collection of revenue from fees related to illuminated signs, developer requests to re-inspect hazardous areas, and loft board applications. In addition, DOB estimates that the City will achieve additional savings of \$3.7 million in Fiscal 2018 and \$3.3 million in Fiscal 2019 from revenue generated from expanded enforcement actions.
- **Miscellaneous Revenue.** The Financial Plan projects that the Department of Buildings will generate Miscellaneous Revenue totaling \$297.5 million in Fiscal 2019, including \$198.9 million from license, construction permit and franchise fees, \$40.3 million from charges for services, and \$58.3 million from the collection of fines and forfeitures.
- **Preliminary Mayor's Management Report (PMMR) Highlights.** Notable performance metrics reported by the Department of Buildings in the 2018 PMMR include the following:
  - Construction plan reviews;
  - Inspections;
  - Enforcement; and
  - Construction related incidents.

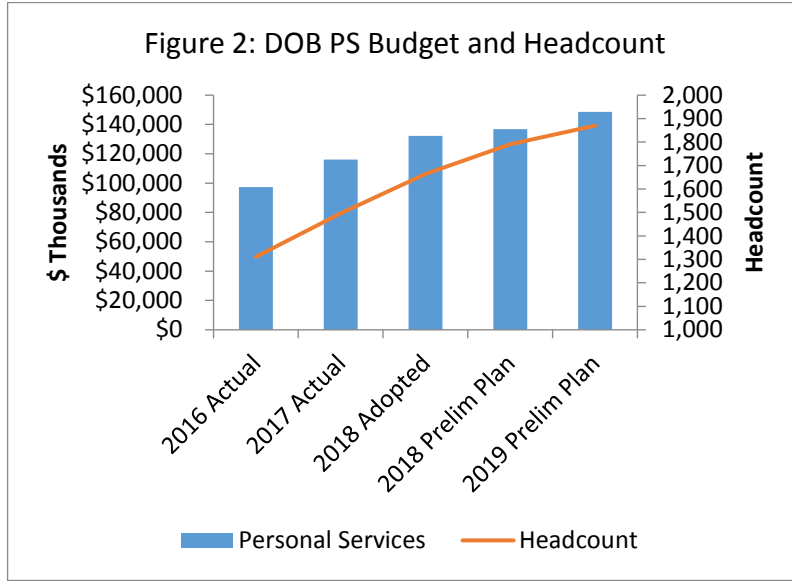
## Financial Plan Summary

<b>Table 1: DOB Financial Summary</b>						
<i>Dollars in Thousands</i>						
	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2018</b>	<b>2019</b>	<b>**Difference</b>
	<b>Actual</b>	<b>Actual</b>	<b>Adopted</b>	<b>Prelim Plan</b>	<b>Prelim Plan</b>	<b>2018-2019</b>
<b>Spending</b>						
Personal Services	\$97,392	\$116,102	\$132,242	\$136,885	\$148,670	\$16,428
Other Than Personal Services	37,332	34,249	52,475	55,987	34,319	(18,156)
<b>TOTAL</b>	<b>\$134,725</b>	<b>\$150,351</b>	<b>\$184,717</b>	<b>\$192,871</b>	<b>\$182,989</b>	<b>(\$1,728)</b>
<b>Personal Services</b>						
Additional Gross Pay	2,195	3,535	\$1,072	\$1,072	1,072	\$0
Additional Gross Pay - Labor Reserve	57	0	0	0	4,376	4,376
Amounts to be Scheduled	0	0	0	0	2,042	2,042
Fringe Benefits	35	44	3	3	3	0
Full-Time Salaried - Civilian	85,997	103,628	126,867	131,511	136,877	10,010
Overtime - Civilian	8,323	7,857	3,432	3,432	3,432	0
P.S. Other	4	3	0	0	0	0
Unsalaries	781	1,035	868	868	868	0
<b>SUBTOTAL</b>	<b>\$97,392</b>	<b>\$116,102</b>	<b>\$132,242</b>	<b>\$136,885</b>	<b>\$148,670</b>	<b>\$16,428</b>
<b>Other Than Personal Services</b>						
Contractual Services	\$8,985	\$9,419	\$13,014	\$13,959	\$9,126	(\$3,887)
Contractual Services - Professional Services	11,347	12,198	27,053	26,132	9,948	(17,105)
Fixed & Misc. Charges	130	275	0	37	0	0
Other Services & Charges	7,287	5,553	6,753	7,537	7,746	992
Property & Equipment	6,203	3,912	2,692	4,489	3,504	811
Supplies & Materials	3,381	2,893	2,963	3,833	3,996	1,033
<b>SUBTOTAL</b>	<b>\$37,332</b>	<b>\$34,249</b>	<b>\$52,475</b>	<b>\$55,987</b>	<b>\$34,319</b>	<b>(\$18,156)</b>
<b>TOTAL</b>	<b>\$134,725</b>	<b>\$150,351</b>	<b>\$184,717</b>	<b>\$192,871</b>	<b>\$182,989</b>	<b>(\$1,728)</b>
<b>Funding</b>						
City Funds	\$134,725	\$150,351	\$183,717	\$190,454	\$182,989	(\$728)
Federal - Community Development	0	0	1,000	1,000	0	(1,000)
Intra City	0	0	0	1,419	0	0
<b>TOTAL</b>	<b>\$134,725</b>	<b>\$150,351</b>	<b>\$184,717</b>	<b>\$192,871</b>	<b>\$182,989</b>	<b>(\$1,728)</b>
<b>Budgeted Headcount</b>						
Full-Time Positions - Civilian	1,311	1,497	1,664	1,791	1,870	206
<b>TOTAL</b>	<b>1,311</b>	<b>1,497</b>	<b>1,664</b>	<b>1,791</b>	<b>1,870</b>	<b>206</b>

*\*\*The difference of Fiscal 2018 Adopted Budget compared to Fiscal 2019 Preliminary Budget.*

DOB's expense budget is organized by two units of appropriation (U/A), Personal Services (PS) and Other Than Personal Services (OTPS), each of which represents a function of the Department. The Department's Fiscal 2019 Preliminary Budget totals \$183 million, comprised of all City funds and remains relatively flat when compared to the Fiscal 2018 Adopted Budget. In Fiscal 2019, spending on PS costs increases by a net of \$16.4 million, with overtime pay remaining flat at \$3.4 million and OTPS spending declines by about \$18 million due to various plan adjustments and expenses that are not yet baselined. Historically, year-over-year deficits are addressed at adoption and are often restored.

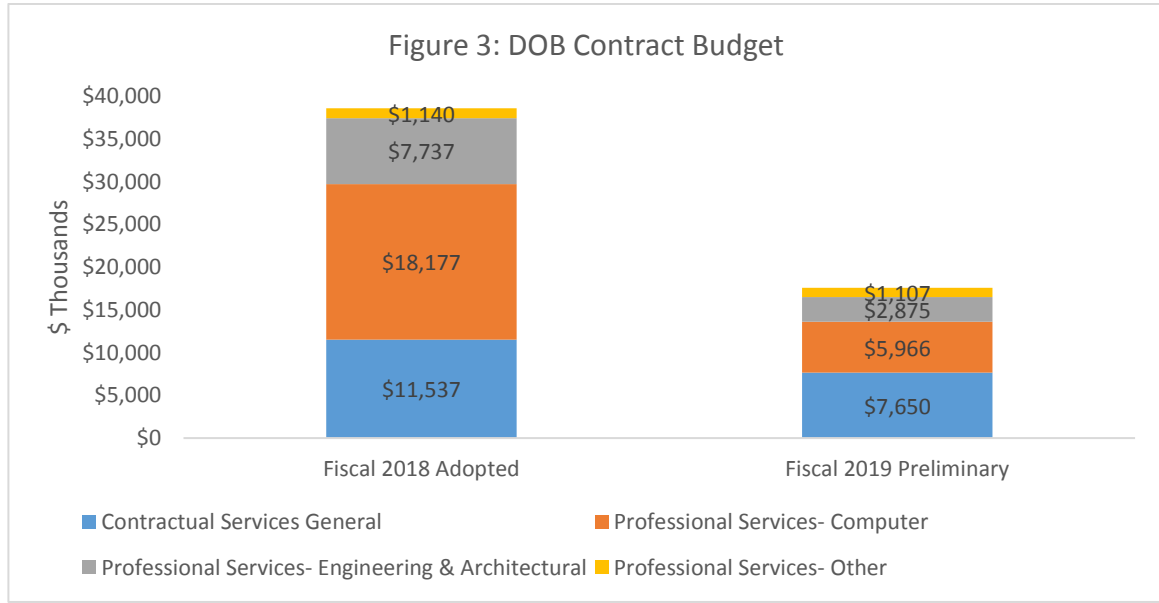
## Headcount



The Fiscal 2019 Preliminary Budget supports a workforce of 1,870 full-time positions, an increase of 206 positions from the Fiscal 2018 Adopted Budget. The Department’s Fiscal 2019 Preliminary Budget allocates \$16.4 million in funding for an additional 206 positions to support core functions and recently expanded enforcement functions at DOB. As of December 2017, the Department was operating with a seven percent staff vacancy rate.

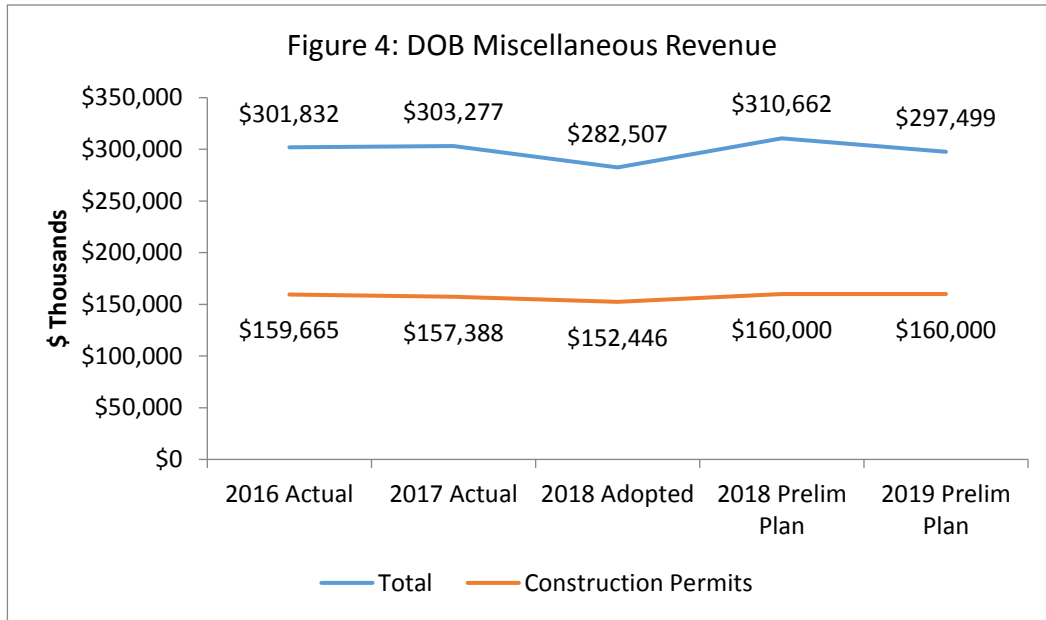
## Contract Budget

The New York City Charter mandates the preparation of a Contract Budget to identify expenditures for contractual services, which are defined as any technical, consultant or personnel service provided to the City by means of a contract. The Contract Budget is actually a subset of the OTPS portion of the City’s Expense Budget. The Administration prepares a Contract Budget twice each fiscal year. The Fiscal 2019 Preliminary Contract Budget totals \$15.6 billion for procurement expenditures across all agencies, a decrease of \$243.6 million when compared to the Fiscal 2018 Adopted Budget of \$15.8 billion. DOB’s Fiscal 2019 Preliminary Budget includes 10 registered City contracts, at a total cost of \$19.1 million, which represents a \$21 million decrease from the Fiscal 2018 Adopted Budget. Of these registered contracts, two are for general contract services, which include private elevator contracts.



## Miscellaneous Revenue

DOB collects revenue from the issuance of licenses and permits, charges for services such as inspection fees, and fines for late filings. In recent years, DOB has implemented several revenue generating initiatives, including improved service delivery in enforcement and development areas and implementing an online inspection program. These actions have resulted in a significant increase in the Department’s ability to collect revenue. Figure 4 shows the Department’s primary miscellaneous revenue source, which is construction permits. Miscellaneous revenue generated by the Department contributes to the City’s General Fund and therefore is not a dedicated funding source for the Department.

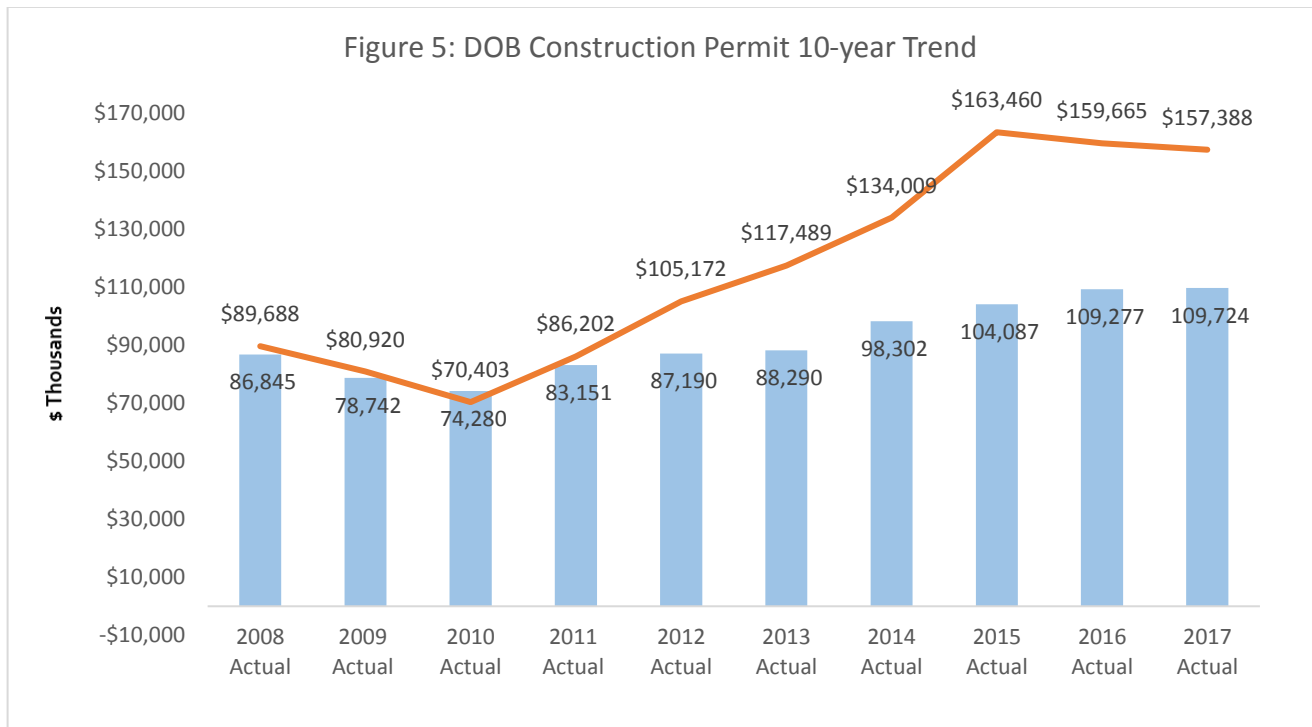


In Fiscal 2019, the Department expects to generate \$297.5 million in revenue, while total expenditures are projected to be \$183 million. In the Fiscal 2019 Preliminary Budget, DOB expects to generate \$198.9 million from license, construction permit, and franchise fees, \$40.3 million from charges for services, and \$58.3 million from the collection of fines and forfeitures. Overall, construction permits are projected to account for 54 percent of the Department’s total miscellaneous revenue generated in Fiscal 2019, totaling \$160 million.



## Construction Permits

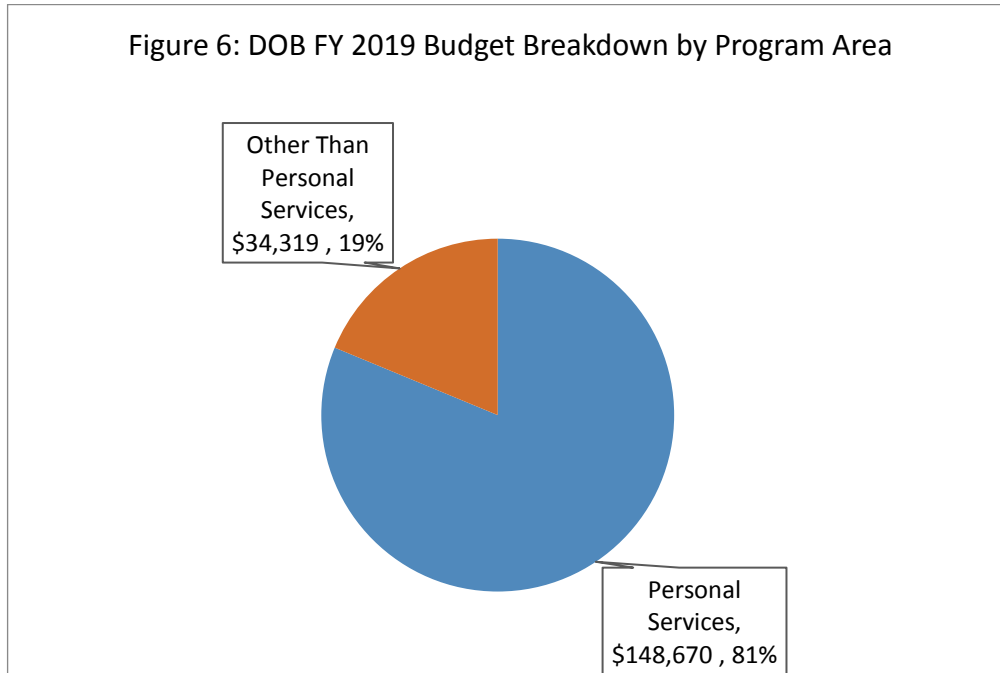
DOB issued construction permits are classified into three major categories: New buildings; major renovation (Alterations 1, which include major renovations and demolitions); and minor renovation (Alterations 2 and 3, which include minor renovations such as façade repairs and home renovations). In August 2016, DOB launched the first phase of DOB NOW, a new electronic system designed to digitize job filings, building inspections and complaints. This new system, along with the use of e-filing, has accelerated the construction project approval process and has resulted in revenue gains from licenses and permits, charges for services and fines. As such, the number of building permits issued has steadily increased in recent years from a ten-year low of 74,280 in 2010 to a ten-year high of 109,724 in 2017.



## Budget Issues

### Budget Transparency

The Department’s Fiscal 2019 Preliminary Budget currently appropriates \$148.7 million, or 81 percent, of the Department’s \$183 million total budget in unit of appropriation 001-Personal Services. Adding more units of appropriation would achieve greater budget transparency.



### The Office of Special Enforcement

The Office of Special Enforcement (OSE) maintains city-wide jurisdiction to coordinate and enhance enforcement across City Agencies concerning fire and building code violations. The Office was historically made up of 12 staff members deployed from the Mayor’s Office of Criminal Justice (MOCJ), the New York Police Department (NYPD), the Law Department, DOB, the Fire Department (FDNY), and the Department of Finance (DOF). In recent years, additional positions have been added to supplement additional enforcement efforts. As of December 2017, the overall headcount for OSE totals 27 positions at a total cost of \$4.8 million (including \$2.2 million in PS costs and \$2.6 million in OTPS costs). As of the Fiscal 2018 Executive Budget, there are seven building inspectors at DOB assigned to conduct enforcement inspections as part of OSE at a total annual cost of \$479,000. As there are several agencies deploying staff to support OSE enforcement efforts, additional information regarding performance data such as the number of inspections performed annually, the number of violations issued and the amount of fines collected, would be helpful in the Council’s oversight functions.

## Significant Performance Indicators

The indicators below measure efficiencies and effectiveness of core functions at DOB.

### Construction related incidents

DOB Performance Indicators	Actual			Target		4-Month Actual	
	FY15	FY16	FY17	FY18	FY19	FY17	FY18
Construction-related incidents	736	979	1,170	*	*	398	376
Construction-related accidents	314	500	611	*	*	244	252
Construction-related injuries	324	526	622	DOWN	DOWN	246	273
Construction-related fatalities	10	11	9	DOWN	DOWN	3	6
Incident inspections resulting in violations (%)	70%	63%	64%	*	*	62%	64%

In recent years, DOB has seen a large increase in the number of construction-related incidents, accidents and fatalities. During the Fiscal 2018 reporting period, DOB reported 273 construction-related injuries, 252 construction-related accidents, and six construction-related fatalities. Figures for all three categories increased over the same period in Fiscal 2017. In response to these trends, the Council and the Administration passed Local Law 196 of 2017, which mandates new construction site safety training requirements for workers of construction job sites. These actions are reflected in the Fiscal 2019 Preliminary Plan (see Pages 2-3 and Appendix A for additional information).

### Plan Reviews

DOB Performance Indicators	Actual			Target		4-Month Actual	
	FY15	FY16	FY17	FY18	FY19	FY17	FY18
<b>Average days to complete first plan review (Borough offices)</b>							
New buildings	15	11	6	12	12	6	6
Major renovation (Alteration I)	15.2	12.2	5.8	10	10	5.6	5.4
Minor renovation (Alterations II and III)	4.1	3.2	1.5	4	4	1.5	1
<b>Average days to complete first plan review (Hub projects)</b>							
New buildings	17.9	9.9	4.9	*	*	5.6	5.1
Major renovation (Alteration I)	16.2	9	5.1	*	*	6	4.9
Minor renovation (Alterations II and III)	2.6	2.7	0.1	*	*	0.1	0.1

At DOB borough offices, the average time to complete plan reviews remained steady at 6 days for new buildings and decreased slightly to 5.4 days for major renovations and 1 day for minor renovations. Times for all three categories were shorter than during the same period last year and lower than their respective targets of 12 days for new buildings, 10 days for major renovations and 4 days for minor renovations. In Fiscal 2017, DOB added plan examiners, bringing up the total headcount of examiners to 381, which may have contributed to improved performance of plan reviews during the reporting period.

## Inspections

DOB Performance Indicators	Actual			Target		4-Month Actual	
	FY15	FY16	FY17	FY18	FY19	FY17	FY18
Average wait time for a construction inspection (days)	3.6	3.8	2.7	4.5	4.5	2.7	2.4
Average wait time for a plumbing inspection (days)	4.5	3.8	3.4	5	5	4.6	2.8
Average wait time for an electrical inspection (days)	5.2	6.4	6.5	6	6	6.1	5.3

The average time to complete inspections for construction, plumbing and electrical systems were all below target. As of the Fiscal 2019 Preliminary Budget, there are 339 construction inspectors, 28 inspectors assigned to conduct gas related inspections and 70 inspectors assigned to plumbing inspections citywide, which includes gas work.

## Enforcement

DOB Performance Indicators	Actual			Target		4-Month Actual	
	FY15	FY16	FY17	FY18	FY19	FY17	FY18
Priority A (emergency) complaints received	15,827	17,629	16,591	*	*	5,757	5,974
Priority B (non-emergency) complaints received	63,160	70,661	74,240	*	*	26,656	28,293
Priority A complaints responded to	15,420	16,927	15,981	*	*	5,490	5,786
Priority B complaints responded to	54,688	60,716	72,848	*	*	26,264	27,909
Average time to respond to Priority A complaints (days)	0.7	0.8	0.6	1	1	0.7	0.4
Average time to respond to Priority B complaints (days)	38.4	42.8	38.2	40	40	57.5	18.1
Residential illegal conversion complaints where access was obtained (%)	41%	38%	36%	44%	44%	35%	38%
– Access obtained and violations were written (%)	37%	40%	40%	*	*	41%	41%
Work without a permit complaints where access was obtained and violations were written (%)	33%	30%	30%	*	*	29%	32%

During the Fiscal 2018 reporting period, DOB reported 5,974 emergency complaints received and 28,293 non-emergency complaints received, an increase of four and six percent, respectively, over the same period in Fiscal 2017. Relatedly, the number of emergency complaints responded to increased slightly for both emergency and non-emergency complaints during the first four months of Fiscal 2018. Notably, the average time to respond to non-emergency complaints decreased significantly during the reporting period to 18.1 days, compared to 57.5 days over the same period in Fiscal 2017.

For additional information on performance indicators, see Appendix D.

## Appendices

### A: Budget Actions in the November and the Preliminary Plans

<i>Dollars in Thousands</i>	FY2018			FY2019		
	City	Non-City	Total	City	Non-City	Total
<b>DOB Budget as of the Fiscal 2018 Adopted Budget</b>	<b>\$183,717</b>	<b>\$1,000</b>	<b>\$184,717</b>	<b>\$164,401</b>	<b>\$0</b>	<b>\$164,401</b>
<b>New Needs</b>						
Construction Site Safety	\$1,000	\$0	\$1,000	\$0	\$0	\$0
Build it Back	1,308	0	1,308	0	0	0
Basement Program	205	0	205	215	0	215
Construction Site Safety and Training Compliance	2,615	0	2,615	13,166	0	13,166
DOB Tenant Protection Legislation	1,609	0	1,609	5,207	0	5,207
<b>Subtotal, New Needs</b>	<b>\$6,737</b>	<b>\$0</b>	<b>\$6,737</b>	<b>\$18,588</b>	<b>\$0</b>	<b>\$18,588</b>
<b>Other Adjustments</b>						
FY18 IC Mod with DOB for SRS	\$0	\$1,168	\$1,168	\$0	\$0	\$0
FY18 IC Mod w DOB for SRS 2	0	251	251	0	0	\$0
<b>Subtotal, Other Adjustments</b>	<b>\$0</b>	<b>\$1,419</b>	<b>\$1,419</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>TOTAL, All Changes</b>	<b>\$6,737</b>	<b>\$1,419</b>	<b>\$8,155</b>	<b>\$18,588</b>	<b>\$0</b>	<b>\$18,588</b>
<b>DOB Budget as of the Fiscal 2019 Preliminary Budget</b>	<b>\$190,454</b>	<b>\$2,419</b>	<b>\$192,872</b>	<b>\$182,989</b>	<b>\$0</b>	<b>\$182,989</b>

### B: DOB Contract Budget

<b>DOB Fiscal 2019 Preliminary Contract Budget</b>				
<i>Dollars in Thousands</i>				
Category	FY18 Adopted	Number of Contracts	FY19 Preliminary	Number of Contracts
Contractual Services - General	\$11,536,958	2	\$7,649,578	2
Data Processing Equipment Maintenance	171,604	1	171,604	1
Office Equipment Maintenance	252,000	1	252,000	1
Prof. Services - Computer Services	18,176,502	1	5,966,000	1
Prof. Services - Engineering and Architectural Services	7,737,233	1	2,875,000	1
Prof. Services - Other	1,139,545	1	1,107,072	1
Security Services	485,000	1	485,000	1
Temporary Services	33,000	1	33,000	1
Training Program for City Employees	535,000	1	535,000	1
<b>TOTAL</b>	<b>\$40,066,842</b>	<b>10</b>	<b>\$19,074,254</b>	<b>10</b>

## C: DOB Miscellaneous Revenue

<b>DOB Miscellaneous Revenue Budget Overview</b>						
<i>Dollars in Thousands</i>						
Revenue Sources	2016	2017	2018	Preliminary Plan		**Difference
	Actual	Actual	Adopted	2018	2019	2018-2019
<b>Licenses, Permits &amp; Franchises</b>						
Licenses for Tradesmen	\$ 3,608	\$ 3,139	\$ 2,140	\$ 2,140	\$ 2,940	\$ 800
Building Permits	33,152	34,131	33,000	35,000	33,000	0
Illuminated Signs	2,696	3,243	2,236	2,936	2,936	700
Construction Permits	159,665	157,388	152,446	160,000	160,000	7,554
Subtotal, Licenses, Permits & Franchises	\$ 199,122	\$ 197,900	\$ 189,822	\$ 200,076	\$ 198,876	\$ 9,054
<b>Charges for Services</b>						
Building Inspection Fees	\$ 12,235	\$ 13,148	\$ 12,620	\$ 12,620	\$ 12,620	\$ 0
Scaffold Notification Fees	298	237	375	375	375	0
Electrical Inspection Fees	9,938	10,476	9,000	10,500	9,000	0
Microfilm Fees	12,009	11,875	11,000	11,800	11,000	0
Reinspection Fees	1,004	982	200	1,000	1,000	800
Loft Board Fees	1,776	1,040	595	945	745	150
Elevator Inspection Fees	5,018	4,939	5,490	4,607	5,490	0
Unsafe Building Fees	30	42	45	45	45	0
Subtotal, Charges for Services	\$ 42,308	\$ 42,740	\$ 39,325	\$ 41,892	\$ 40,275	\$ 950
<b>Fines &amp; Forfeitures</b>						
Late Filing/No Permit Penalties	\$ 60,403	\$ 62,637	\$ 53,360	\$ 68,694	\$ 58,348	\$ 4,988
Subtotal, Fines & Forfeitures	\$ 60,403	\$ 62,637	\$ 53,360	\$ 68,694	\$ 58,348	\$ 4,988
<b>TOTAL</b>	<b>\$ 301,832</b>	<b>\$ 303,277</b>	<b>\$ 282,507</b>	<b>\$ 310,662</b>	<b>\$ 297,499</b>	<b>\$ 14,992</b>

*\*\*The difference of Fiscal 2018 Adopted Budget compared to Fiscal 2019 Preliminary Budget.*

D: Fiscal 2018 Preliminary Mayor’s Management Report

DOB Performance Indicators	Actual			Target		4-Month Actual	
	FY15	FY16	FY17	FY18	FY19	FY17	FY18
Jobs filed	91,933	93,130	92,569	*	*	32,094	30,942
Average customer in-person transaction time (minutes)	NA	NA	7	DOWN	DOWN	6	5
Average customer in-person wait time (minutes)	NA	NA	27	*	*	33	23
Building permits issued - Initial	104,087	109,277	109,724	*	*	37,877	38,146
Building permits issued - Renewals	44,774	52,244	56,183	*	*	18,404	19,445
Certificates of Occupancy issued	5,289	5,893	6,427	*	*	2,136	1,972
First plan reviews completed	84,449	88,542	86,878	*	*	30,449	29,397
Average days to complete first plan review (Borough offices) - New buildings	15	11	6	12	12	6	6
Average days to complete first plan review (Borough offices) - Major renovation (Alteration I)	15.2	12.2	5.8	10	10	5.6	5.4
Average days to complete first plan review (Borough offices) - Minor renovation (Alterations II and III)	4.1	3.2	1.5	4	4	1.5	1
Average days to complete first plan review (Hub projects) - New buildings	17.9	9.9	4.9	*	*	5.6	5.1
Average days to complete first plan review (Hub projects) - Major renovation (Alteration I)	16.2	9	5.1	*	*	6	4.9
Average days to complete first plan review (Hub projects) - Minor renovation (Alterations II and III)	2.6	2.7	0.1	*	*	0.1	0.1
Jobs professionally certified (%)	58.8%	61.9%	64.1%	*	*	64.3%	64.5%
Jobs professionally certified that were audited (%)	21%	20%	23%	*	*	22%	24%
Of eligible audited jobs, the percent of audits that resulted in revocation notices (%)	NA	34%	42%	*	*	33%	37%
Average wait time for a construction inspection (days)	3.6	3.8	2.7	4.5	4.5	2.7	2.4
Average wait time for a plumbing inspection (days)	4.5	3.8	3.4	5	5	4.6	2.8
Average wait time for an electrical inspection (days)	5.2	6.4	6.5	6	6	6.1	5.3
Priority A (emergency) complaints received	15,827	17,629	16,591	*	*	5,757	5,974
Priority B (nonemergency) complaints received	63,160	70,661	74,240	*	*	26,656	28,293
Priority A complaints responded to	15,420	16,927	15,981	*	*	5,490	5,786
Priority B complaints responded to	54,688	60,716	72,848	*	*	26,264	27,909
Average time to respond to Priority A complaints (days)	0.7	0.8	0.6	1	1	0.7	0.4
Average time to respond to Priority B complaints (days)	38.4	42.8	38.2	40	40	57.5	18.1
Residential illegal conversion complaints where access was obtained (%)	41%	38%	36%	44%	44%	35%	38%
– Access obtained and violations were written (%)	37%	40%	40%	*	*	41%	41%
Work without a permit complaints where access was obtained and violations were written (%)	33%	30%	30%	*	*	29%	32%
Construction inspections completed	139,323	148,162	156,508	140,000	140,000	50,832	60,970
Construction inspections resulting in violations (%)	19%	25%	25%	*	*	23%	25%
DOB violations issued	65,215	61,393	89,430	*	*	11,267	21,305
Environmental Control Board violations issued	52,315	55,121	66,399	*	*	18,392	26,440
Violations admitted to or upheld at the Environmental Control Board (%)	85%	85%	82%	80%	80%	84%	78%
Construction-related incidents	736	979	1,170	*	*	398	376
– Construction-related accidents	314	500	611	*	*	244	252
Construction-related injuries	324	526	622	DOWN	DOWN	246	273
Construction-related fatalities	10	11	9	DOWN	DOWN	3	6
Incident inspections resulting in violations (%)	70%	63%	64%	*	*	62%	64%
Collisions involving City vehicles	41	44	98	*	*	21	22
Workplace injuries reported	12	10	21	*	*	7	5
E-mails responded to in 14 days (%)	51%	60%	63%	57%	57%	68%	49%
Letters responded to in 14 days (%)	69%	30%	60%	57%	57%	55%	40%
Calls answered in 30 seconds (%)	NA	NA	NA	*	*	NA	73%
Completed customer requests for interpretation	66	68	63	*	*	NA	NA
CORE customer experience rating (0-100)	90	91	90	85	85	NA	NA
Percent meeting time to first action - Elevator - Defective/Not Working (60 days)	48%	57%	92%	50%	50%	86%	100%
Percent meeting time to first action - General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	81%	78%	62%	72%	72%	66%	75%
Percent meeting time to first action - General Construction/Plumbing - Failure to Maintain (60 days)	81%	93%	80%	77%	77%	82%	89%
Percent meeting time to first action - Illegal Conversion of Residential Building/Space (60 days)	65%	56%	53%	57%	57%	46%	80%
Percent meeting time to first action - No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	63%	85%	93%	77%	77%	93%	98%