



Office of Zoning DCOZ (BJ)

MISSION

The mission of the Office of Zoning (OZ) is to provide administrative, professional, and technical assistance to the Zoning Commission (ZC) and the Board of Zoning Adjustment (BZA) in support of their oversight and adjudication of zoning matters in the District of Columbia.

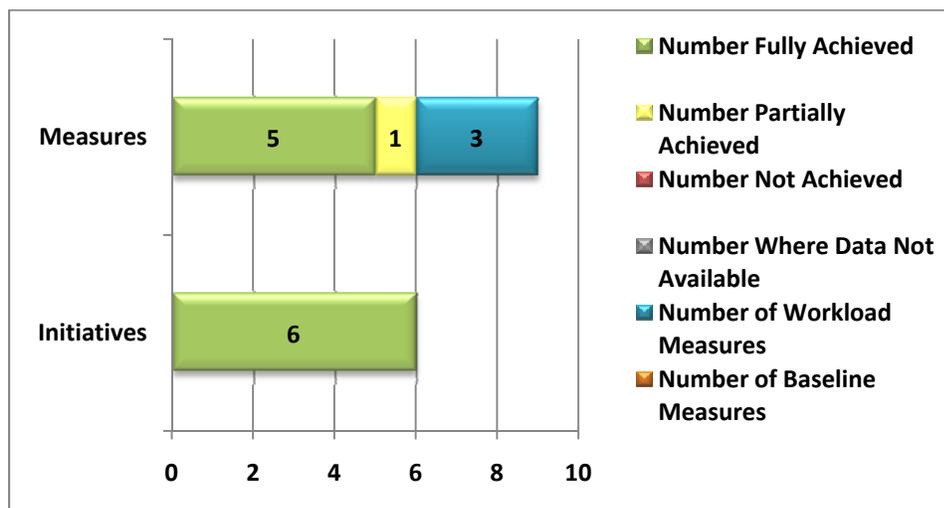
SUMMARY OF SERVICES

OZ administers the zoning application process for the ZC and BZA. The agency reviews and accepts applications, schedules hearings to determine whether cases meet specified zoning criteria, schedules meetings to make determinations with respect to pending applications, and issues legal orders. Technology plays a critical role in support of this process by enhancing effectiveness and transparency. OZ also spearheads outreach to citizens of the District of Columbia to ensure a robust understanding of the zoning application process.

ACCOMPLISHMENTS

- ✓ Launching the new District of Columbia Interactive Zoning Map
- ✓ Issuing 100% of all Zoning Certifications within 2 weeks of receipt
- ✓ Issuing 100% of all Summary Orders within 2 weeks of decision

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: Engage the public to ensure that the District of Columbia’s zoning processes are easily understandable and accessible to the public.

● **INITIATIVE 1.1: Increase periodic, structured public outreach.**

Because OZ is a significant resource to the public with respect to zoning issues, we have worked this past year to attend a number of public meetings with diverse audiences, as well as create materials that will facilitate the public’s understanding of various zoning complexities. We have participated in 8 different outreach meetings, including our Zoning Map release event, a city-wide ANC summit, an ANC 5C meeting, two (2) Ward 4 CBRF discussions, a Language Access Coalition meeting, a Public Working Group meeting for the Zoning Regulation Reengineering, and a DC Bar luncheon in which the Director was the guest speaker and detailed a number of OZ initiatives. In addition to attending public meetings, we have produced up-to-date, comprehensive materials to foster a better understanding of zoning and the work of our office. We completed a comprehensive revision of the “Zoning in the District” manual, including the insertion of detailed Zone District and Overlay charts providing a substantial amount of information regarding the attributes of particular Zone Districts and Overlays. We also produced a number of promotional brochures, including materials regarding last year’s Zoning Map release, a holiday mailer with details of upcoming initiatives, and a leaflet regarding our new and improved interactive Zoning Map. These promotional items are an excellent means of staying connected with the community and advertising the tremendous strides that the office is making in fulfilling our initiatives.

OBJECTIVE 2: Leverage new and existing technology to further ensure that the District of Columbia’s zoning processes are easily understandable and accessible to the public.

● **INITIATIVE 2.1: Implement Interactive Zoning Information Service (IZIS) System.**

We enhanced our IZIS work in FY 2010 by resolving some outstanding technical issues and ensuring that the workflow of each type of Zoning Commission case adequately accounts for each step in the zoning process. The upgrades will allow the case management system, which now adheres to the exact standards required to process-specific types of cases, to be deployed to the public. Five (5) PUD cases have been uploaded into the system and can be viewed internally online. A link for the public to view new PUD and Map Amendment cases through our website will be available in the coming weeks. This will include the ability to view all documents received and track each case through its lifecycle.

● **INITIATIVE 2.2: Generate new on-line Zoning Map.**

We have made tremendous strides with respect to the Zoning Map during Fiscal Year 2010. The map that was on our website last summer was a PDF-based extract from the baist maps that had not been updated since 2003. We determined that the interactive map that was



coordination with our consultants, we modified the map and unveiled it at an extremely well-received viewing event in December 2009, attended by the DC Council Chairman and the Deputy Mayor, among many others.

In light of much-improved technology, we then devised a new and improved Interactive Zoning Map. The new “Google-based” Zoning Map is a substantial improvement, operating in a faster environment and providing access to more data in the form of comprehensive reports populated by the detailed Zone District and Overlay charts created for the new zoning manual (detailed above). Our analysis indicates that the new Zoning Map will be the premiere zoning map in the country.

- **INITIATIVE 2.3: Provide option for electronic notice to the public.**

During the year, OZ obtained legal guidance and determined the best means of providing this electronic notice to ANCs, where requested. We introduced a text amendment petition to the Zoning Regulations, which the ZC granted in September 2010. OZ is now able to send out notifications inviting ANCs to elect to receive notifications electronically. Successful implementation is a positive step toward integrating technology into our dealings with the public, and will foreshadow the significant strides that the Office will take once IZIS is fully implemented.

OBJECTIVE 3: Streamline Zoning Regulations to enhance efficiency and transparency of zoning processes.

- **INITIATIVE 3.1: Schedule regular meetings to increase level of coordination with Office of Planning (OP) regarding Zoning Regulations Reengineering (ZRR) process.**

OZ worked with OP to determine a more successful working relationship between the two agencies with respect to the critical ZRR process. To safeguard the ZRR process and ensure that it adhered to standards set by the ZC, OZ coordinated periodic briefings for the Zoning Commissioners, established a schedule with OP to ensure the Commissioners had adequate time to review proposed text, and led a meeting with OP, OAG, and the Office of Documents to discuss an appropriate timeline for implementation of the new regulations, as well as determine the necessary steps prior to implementation. OZ worked on behalf of the Commissioners to ensure that OP would hold guidance hearings with respect to all of the subject areas and bring all subject area topics to the ZC at setdown meetings prior to any text hearings. Based on this careful coordination, the new ZRR schedule promises that all text hearings conclude by next summer in an organized, efficient, fully transparent manner that adequately protects the integrity of the process.

- **INITIATIVE 3.2: Lead efforts to revise ZC and BZA practices and procedures.**

Because OZ staff has the most exposure to the ZC and BZA practices and procedures, including what works well and what can be improved, OZ convened two internal working groups among OZ staff for the purpose of devising initial recommendations as part of the ZRR process. One of the working groups tackled Chapter 30 of the Zoning Regulations (ZC Procedures), while the other tackled Chapter 31 (BZA Procedures). Each working groups held ten meetings, in which each of the relevant chapters was split into ten sections and discussed each week. Those discussions led to a significant amount of research and the formulation of a list of potential recommendations. OZ coordinated with OP and received extremely positive feedback thus far from the community. OZ is conferring with OAG and will ensure the legal sufficiency of certain recommendations in anticipation of an upcoming ZC Guidance Hearing this coming winter.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload Measure

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
●	1.1 # of public outreach meetings held	0	6	8	133.33%	Zoning Services
●	1.2 % of website inquiries responded to within 24 hours	0	98%	95.80%	97.76%	Zoning Services
●	1.3 # of BZA cases filed	122	0	135		Zoning Services
●	1.4 # of ZC cases filed	44	0	64		Zoning Services
●	1.5 % of zoning certifications completed within 2 weeks	0	95%	100%	105.26%	Zoning Services
●	1.6 % of BZA summary orders issued within 2 weeks of decision	94%	97%	100%	103.09%	Zoning Services
●	1.7 % of BZA hearings scheduled within 4 months of application acceptance	0	80%	100%	125%	Zoning Services
●	1.8 # of ZC orders issued	66	0	51		Zoning Services
●	2.1 # of ZC and BZA cases filed online	0	4	5	125%	Zoning Services