



## FY 2015 Performance Accountability Report DC Office of Zoning

### INTRODUCTION

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress, and key performance indicators (KPIs).

### MISSION

The mission of the DC 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 processes 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.

### OVERVIEW – AGENCY PERFORMANCE

The following section provides a summary of OZ performance in FY 2015 by listing OZ's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

### TOP THREE ACCOMPLISHMENTS

The top three accomplishments of OZ in FY 2015 were as follows:

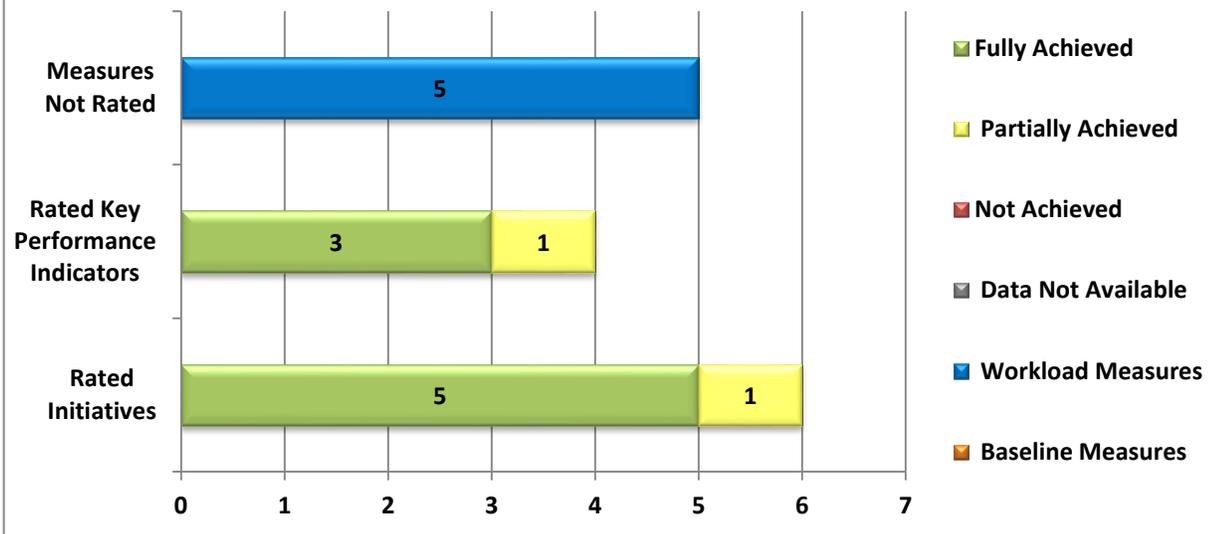
- ✓ Fully deployed the Interactive Zoning Information System (IZIS) for 100% of all BZA and ZC case types.
- ✓ The OZ processed 335 new ZC and BZA case filings, a 26% increase over the previous fiscal year.
- ✓ The OZ issued 262 new ZC and BZA orders, a 16% increase over the previous fiscal year.

### SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS

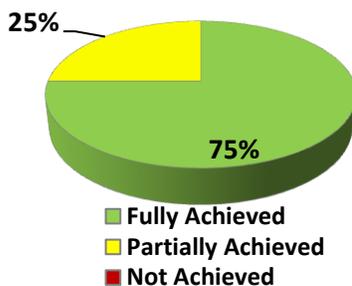
Table 1 (see below) shows the overall progress OZ made on completing its initiatives, and how overall progress is being made on achieving the agency's objectives, as measured by their KPIs.



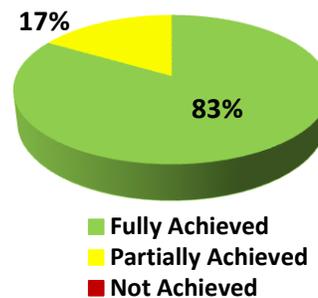
**Table 1: Total Agency Measures and Initiatives, By Category**



**Chart 1: Total Rated Agency Key Performance Measures, by Achievement Level**



**Chart 2: Total Agency Initiatives, by Achievement Level**



In FY 2015, OZ fully achieved more than eighty percent of its initiatives and seventy-five percent of its rated key performance measures. Table 1 provides a breakdown of the total number of performance metrics OZ uses, including key performance indicators and workload measures, initiatives, and whether or not some of those items were achieved, partially achieved or not achieved. Chart 1 displays the overall progress being made on achieving OZ objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated performance measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. Chart 2 displays the overall progress OZ made on completing its initiatives, by level of achievement.

The next sections provide greater detail on the specific metrics and initiatives for OZ in FY 2015.

## PERFORMANCE INITIATIVES – ASSESSMENT DETAILS



**OBJECTIVE 1: Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.**

**INITIATIVE 1.1: Conduct quarterly community outreach meetings for Advisory Neighborhood Commissions (ANC).**

ANC input is afforded “great weight” in the proceedings before the BZA and ZC. In FY14, OZ held at least one community outreach meeting per quarter for ANCs. In FY15, OZ anticipates holding at least two community outreach meetings per quarter. OZ will continue to use its archive of tutorials to cater to the specific needs of the ANCs. The tutorials are positioned to inform and educate the public about the zoning processes and procedures. At this critical time of increased City-wide development, this action expands the agency’s outreach to community advocates.

**Completion Date: September 30, 2015**



**Performance Assessment Key:** In FY 2015 OZ held or participated in 10 outreach meetings on 01/27/2015, 01/28/2015, 02/04/2015, 02/11/2015, 02/12/2015, 02/24/2015, 02/25/2015, 04/27/2015, 05/27/2015, and 06/20/2015. Fully Achieved.

**INITIATIVE 1.2: Enhance public access to the OZ website.**

In FY15, it is the goal of OZ to make the agency website compatible with mobile devices. Currently, the website is accessible by mobile device; however, since it is not mobile enabled, the site can be difficult to view and/or maneuver. By making the site mobile enabled, it will facilitate user access to the wealth of information on the OZ website. OZ will continue to expand the website’s interactivity and information to provide first-rate 24/7 zoning services to District residents.

**Completion Date: September 30, 2015**



**Performance Assessment Key:** In FY15, OZ made its website mobile compatible to facilitate user access to the wealth of information on the OZ website. OZ continued to expand the website’s interactivity and information to provide first-rate 24/7 zoning services to District residents. Fully Achieved.

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

**INITIATIVE 2.1: Add new components to the Interactive Zoning Information System (IZIS), to expand upon the system’s modular capabilities.**

In FY12 and FY13, OZ publicly launched the case management module of IZIS, a web-based system that allows online case filing, processing, management and public tracking of Planned Unit Developments (PUDs), Appeals, and Variance and Special Exception applications from filing to the issuance of a final order. In FY14, OZ began developing IZIS’s online filing modules



and workflow processes for Rulemakings, Time Extensions and Minor Modifications of approved PUDs, and Campus Plans. In FY15, OZ plans to complete development of these workflows. Adding these critical workflows to the growing list of case types that can be processed online will greatly improve public access to important information.

**Completion Date: September 30, 2015**



***Performance Assessment Key:*** In FY15, OZ completed the final seven new workflows, which include Rulemakings, BZA and ZC Time Extensions, Minor Modifications of Approved PUDs, Campus Plans, and Foreign Missions. This accomplishment completes all of the workflows for IZIS. Fully Achieved

### **INITIATIVE 2.2: Enhance the Electronic Zoning Map.**

In FY12, the Geographic Information System (GIS) based electronic zoning map was launched. The map provides the public with a view of the official Zoning Map that is constantly updated to display amendments adopted by the Zoning Commission. In FY14, to further enhance the quality of zoning information available to the District, OZ launched a new version of the map and began conceptualizing the development of a new map that will reflect the final results of the Zoning Regulations Review (ZRR). For a short duration, this new map will run concurrently with the existing map. In FY15, OZ plans to begin the development of the new map in conjunction with the approval of the map amendment associated with the ZRR.

**Completion Date: September 30, 2016**



***Performance Assessment Key:*** In FY15, OZ developed 90% of the new Official Zoning Map that will be released in conjunction with the new DCMR Title 11 - Zoning Regulations. The state-of-the-art new map has greater functionality and contains a wealth of information to help users obtain zoning data. Fully Achieved

### **INITIATIVE 2.3: Facilitate the public experience at Zoning Commission and Board of Zoning Adjustment hearings.**

OZ holds hearings on a weekly basis where members of the public testify before the Board and Commission. In FY15, OZ plans to build an electronic kiosk that allows the public to sign in to testify on the hearing day, and for the ZC and the BZA to more efficiently manage the order and progress of the public testimony. This new system will increase the predictability of the case timeframes for the public.

**Completion Date: September 30, 2015**



***Performance Assessment Key:*** In FY 15, OZ built an electronic kiosk that allows the public to sign in to testify on the hearing day, and for the ZC and the BZA to more efficiently manage the order and progress of the public testimony. This new system was built to increase the predictability of the case timeframes for the public. The system will be installed in FY 2016. Partially Achieved.



**OBJECTIVE 3: Streamline zoning regulations to enhance efficiency and transparency of zoning processes.**

**INITIATIVE 3.1: Develop and disseminate information pertaining to the transition from the current regulations to the new regulations.**

The Zoning Regulations Review (ZRR) is a project led by the Office of Planning (OP) to revise the DC Zoning Regulations. This is the first comprehensive revision of the Zoning Regulations since 1958. In FY15, OZ plans to develop materials that will explain the transition to the new regulations in detail. This will assist the public in understanding how and when the regulations will become effective.

**Completion Date: September 30, 2015**

 **Performance Assessment Key:** In FY15, OZ developed and disseminated information about the new regulations including, but not limited to, the process, next steps and code structure. In addition, OZ also disseminated information about the Notice of Public Hearing and public comment period. **Fully Achieved.**

**INITIATIVE 3.2: Begin developing a comprehensive electronic Zoning Handbook.**

Once final action on the new Zoning Regulations is approved, OZ will work with OP to begin Phase I development of a comprehensive electronic Zoning Handbook to assist the public in understanding the details of the new regulations. Phase I will consist of developing the database and infrastructure to house the electronic handbook.

**Completion Date: September 30, 2015**

 **Performance Assessment Key:** In FY15, OZ completed Phase I of the new electronic Zoning Handbook which consists of the database and infrastructure. This new handbook will assist the public in understanding the new zoning regulations and zone designations. **Fully Achieved.**

**KEY PERFORMANCE INDICATORS**

	<b>KPI</b>	<b>Measure</b>	<b>FY 2014 YE Actual</b>	<b>FY 2015 YE Target</b>	<b>FY 2015 YE Revised Target</b>	<b>FY 2015 YE Actual</b>	<b>FY 2015 YE Rating</b>	<b>Budget Program</b>
	1.6	Percent of zoning certifications completed within 5 business days	100%	90%		97.92%	108.8%	ZONING SERVICES



●	1.7	Percent of BZA summary orders issued within 10 business days	98%	90%		99.39%	110.43%	ZONING SERVICES
●	1.8	Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	100%	90%		100%	111.11%	ZONING SERVICES
●	1.9	Percentage of website inquiries responded to within 24 hours	97%	98%		97.71%	99.7%	ZONING SERVICES

## WORKLOAD MEASURES – APPENDIX

### WORKLOAD MEASURES ●

Measure Name	FY 2013 YE Actual	FY 2014 YE Actual	FY 2015 YE Actual	Budget Program
Number of Board of Zoning Adjustment cases filed	200	208	279	ZONING SERVICES
Number of Zoning Commission cases filed	46	57	56	ZONING SERVICES
Number of Board of Zoning Adjustment orders issued	198	178	208	ZONING SERVICES
Number of Zoning	65	47	54	ZONING SERVICES



Commission orders issued				
Number of Appeals to the DC Court of Appeals (by Calendar Year)	20	7	11	ZONING SERVICES