



**OFFICE OF ZONING
FY 2025 PERFORMANCE ACCOUNTABILITY REPORT**

JANUARY 15, 2026

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1 INTRODUCTION

This document is the Fiscal Year 2025 Performance Accountability Report (PAR) for the Office of Zoning.

The PAR is the second of two agency performance documents published each year. A Performance Plan is published at the start of the fiscal year when budget decisions have been finalized. A PAR is published in January following the end of the fiscal year. Each PAR assesses agency performance relative to its annual Performance Plan.

PAR Structure: PARs are comprised of agency Objectives, Administrative Structures (such as Divisions, Administrations, and Offices), Activities, Projects, and related Performance Measures. The following describes these plan components, and the types of performance measures agencies use to assess their performance.

Objectives: Objectives are statements of the desired benefits that are expected from the performance of an agency's mission. They describe the goals of the agency.

Administrative Structures: Administrative Structures represent the organizational units of an agency, such as Departments, Divisions, or Offices.

Activities: Activities represent the programs and services an agency provides. They reflect what an agency does on a regular basis (e.g., processing permits).

Projects: Projects are planned efforts that end once a particular outcome or goal is achieved.

Measures: Performance Measures may be associated with any plan component, or with the agency overall. Performance Measures can address questions about an agency's overall performance, the performance of an organizational unit, program, or service, or the implementation of a major project. Performance Measures can answer questions like "How much did we do?", "How well did we do it?", "How quickly did we do it?", and "Is anyone better off?" as described in the table below.

Measures are printed in the Performance Plan along with the Objective, Administrative Structure, Activity, or Project that they measure.

Measure Type	Measure Description	Example
Quantity	Quantity measures assess the volume of work an agency performs. These measures can describe the inputs (e.g., requests or cases) that an agency receives or the work that an agency completes (e.g., licenses issued or cases closed). Quantity measures often start with the phrase "Number of...".	"Number of public art projects completed"
Quality	Quality measures assess how well an agency's work meets standards, specifications, resident needs, or resident expectations. These measures can directly describe the quality of decisions or products or they can assess resident feelings, like satisfaction.	"Percent of citations issued that were appealed"
Efficiency	Efficiency measures assess the resources an agency used to perform its work and the speed with which that work was performed. Efficiency measures can assess the unit cost to deliver a product or service, but typically these measures assess describe completion rates, processing times, and backlog.	"Percent of claims processed within 10 business days"
Outcome	Outcome measures assess the results or impact of an agency's work. These measures describe the intended ultimate benefits associated with a program or service.	"Percent of families returning to homelessness within 6-12 months"

(continued)

Measure Type	Measure Description	Example
Context	Context measures describe the circumstances or environment that the agency operates in. These measures are typically outside of the agency's direct control.	"Recidivism rate for 18-24 year-olds"
District-wide Indicators	District-wide indicators describe demographic, economic, and environmental trends in the District of Columbia that are relevant to the agency's work, but are not in the control of a single agency.	"Area median income"

Targets: Agencies set targets for most Performance Measures before the start of the fiscal year. Targets may represent goals, requirements, or national standards for a performance measure. Agencies strive to achieve targets each year, and agencies provide explanations for targets that are not met at the end of the fiscal year in their PAR.

Not all measures are associated with a target. Newly added measures do not require targets for the first year, as agencies determine a data-informed benchmark. Changes in some measures may not indicate better or worse performance. They may be "neutral" measures of demand or input or outside of the agency's direct control. In some cases, the relative improvement of a measure over a prior period is a more meaningful indicator than meeting or exceeding a particular numerical goal, so a target is not set.

2 OFFICE OF ZONING OVERVIEW

Mission: The mission of the DC Office of Zoning (DCOZ) is to provide administrative, professional, and technical assistance to the Zoning Commission (ZC) and the Board of Zoning Adjustment (BZA).

Summary of Services: DCOZ 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. DCOZ also spearheads outreach to citizens of the District of Columbia to ensure a robust understanding of the zoning application process.

Objectives:

1. Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.
2. Streamline zoning regulations to enhance efficiency and transparency of zoning processes.
3. Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.
4. Efficient, Transparent, and Responsive Government

Administrative Structures:

1. Agency Management
2. Zoning Commission
3. Board of Zoning Adjustment
4. Technological Services

3 2025 ACCOMPLISHMENTS

3.1 QR CODES ON BZA/ZC POSTERS

In FY 2025, the Office of Zoning implemented QR codes on hearing posters to allow the public instant access to case information on a property.

Impact: QR codes allow the public to obtain pertinent zoning information about projects in their neighborhood, thus empowering them to participate in the process.

3.2 CLEARING THE BZA BACKLOG

In FY 2025, the Office of Zoning issued 32 Board of Zoning Adjustment full orders, which reduced the order backlog by 12%.

Impact: The work of the legal division has reduced the amount of granted full orders on the backlog to 7. This is great progress in the ultimate goal of reducing the overall backlog to zero.

4 OBJECTIVES

4.1 LEVERAGE NEW AND EXISTING TECHNOLOGIES TO FURTHER ENSURE THAT THE DISTRICT OF COLUMBIA'S ZONING PROCESSES ARE EASILY UNDERSTANDABLE AND ACCESSIBLE TO THE PUBLIC.

No Related Measures

4.2 STREAMLINE ZONING REGULATIONS TO ENHANCE EFFICIENCY AND TRANSPARENCY OF ZONING PROCESSES.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of Text Amendments							
Quantity	Neutral	Pending	Pending	Pending	Pending	8	New in 2025

4.3 CREATE A CONVENIENT, EASY TO USE, AND UNDERSTANDABLE ZONING PROCESS THROUGH WEBSITE DEVELOPMENT, EXPANSIVE OUTREACH AND EDUCATIONAL PROGRAMS FOR DISTRICT RESIDENTS AND BUSINESSES.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of outreach meetings held							
Quantity	Neutral	0	1	5	0	6	Target not required

4.4 EFFICIENT, TRANSPARENT, AND RESPONSIVE GOVERNMENT

Create and maintain a highly efficient, transparent, and responsive District government.

No Related Measures

5 ADMINISTRATIVE STRUCTURES

5.1 AGENCY MANAGEMENT

Provides for administrative support and the required tools to achieve operational and programmatic results.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years							
Outcome	Up is Better	Annual	Annual	Annual	Annual	100%	Target not required
Percent of employees that are District residents							
Outcome	Up is Better	Annual	Annual	Annual	Annual	65.22%	Target not required
Percent of new hires that are District residents (PeopleSoft)							
Outcome	Up is Better	Annual	Annual	Annual	Annual	100%	Target not required
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia (eRecruit)							
Outcome	Up is Better	Annual	Annual	Annual	Annual	50%	Target not required
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time							
Outcome	Up is Better	Annual	Annual	Annual	Annual	No incidents	Target not required

5.2 ZONING COMMISSION

Provides assistance, information and services to the ZC, other government agencies, applicants, businesses, and the general public regarding the District of Columbia's zoning processes.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of public witnesses signed up to testify before the Zoning Commission							
Quantity	Up is Better	53	118	209	292	292	New in 2025

5.3 BOARD OF ZONING ADJUSTMENT

Provides assistance, information and services to the BZA, other government agencies, applicants, businesses, and the general public regarding the District of Columbia's zoning processes.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of public witnesses signed up to testify before the Board of Zoning Adjustment							
Quantity	Up is Better	232	423	677	825	825	New in 2025

5.4 TECHNOLOGICAL SERVICES

Provides new systems to automate zoning information and facilitates delivery of zoning services to the public and other District agencies.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of unique Zoning Map hits							
Quantity	Neutral	29,122	32,114	No data available	24,854	86,090	Target not required

6 ACTIVITIES

6.1 THE OFFICIAL ZONING MAP

OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order							
Efficiency	Up is Better	100%	100%	100%	100%	100%	98%
Percent of zoning certifications completed within 5 business days							
Efficiency	Up is Better	100%	100%	100%	75%	93.75%	98%

Explanation of Missed Targets:

1. Percent of zoning certifications completed within 5 business days: Needs Update

6.2 INTERACTIVE ZONING INFORMATION SYSTEM (IZIS)

OZ reviews and accepts applications, schedules public hearings and meetings, and issues legal orders that document the decisions of both the Zoning Commission and the BZA. This process is managed through the IZIS system.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of Board of Zoning Adjustment cases filed							
Quantity	Neutral	54	38	53	51	196	Target not required
Number of Zoning Commission cases filed							
Quantity	Neutral	22	22	22	16	82	Target not required

* Since publication of FY24 PAR, the data has been updated to more accurately categorize and document DOB Inspector actions conducted while in the field.

6.3 ZONING REGULATIONS OF 2016

OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.

No Related Measures

6.4 WEBSITE DEVELOPMENT TO SERVE THE PUBLIC WITH ZONING INFORMATION

OZ is responsible for making zoning information easily accessible to the public. This is achieved by making a wealth of information, including, documents, video and regulations available on its website 24/7.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of unique website hits							
Quantity	Neutral	149,764	169,636	119,356	88,827	527,583	Target not required

* Since publication of FY24 PAR, the data has been updated to more accurately categorize and document DOB Inspector actions conducted while in the field.

6.5 CONDUCT EXPANSIVE OUTREACH AND PROVIDE EDUCATIONAL PROGRAMS

OZ believes an informed public is better able to navigate the zoning process in the District of Columbia; therefore it conducts expansive outreach to educate the public about the process before the ZC and BZA.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Percent of general inquiries responded to within 24 hours							
Efficiency	Up is Better	94%	94.17%	85.06%	95.16%	92.1%	98%

* Since publication of FY24 PAR, the data has been updated to more accurately categorize and document DOB Inspector actions conducted while in the field.

6.6 EFFECTIVELY PROCESS ZC AND BZA APPLICATIONS AND PETITIONS.

OZ reviews and accepts applications, schedules public hearings and meetings, and issues legal orders that document the decisions of both the Zoning Commission and the BZA.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of Board of Zoning Adjustment Full Orders Issued							
Quantity	Up is Better	8	16	21	32	32	New in 2025
Number of Board of Zoning Adjustment Summary Orders Issued							
Quantity	Up is Better	50	84	137	168	168	New in 2025
Number of Zoning Commission orders issued							
Quantity	Neutral	10	12	12	12	46	Target not required
Percent of Board of Zoning Adjustment full orders issued that are within 5 months of decision							
Efficiency	Up is Better	12.5%	37.5%	25%	0%	18.75%	20%
Percent of Board of Zoning Adjustment hearings scheduled within 4 months of application acceptance (excluding recess month)							
Efficiency	Up is Better	85.71%	97.62%	97.62%	100%	95.24%	98%
Percent of Board of Zoning Adjustment orders that are issued within 10 days of decision							
Efficiency	Up is Better	100%	100%	100%	100%	100%	New in 2025
Percent of Zoning Commission orders issued within 4 months of decision							
Efficiency	Up is Better	40%	54.55%	76.19%	72.73%	60.87%	80%

Explanation of Missed Targets:

1. Percent of Board of Zoning Adjustment full orders issued that are within 5 months of decision: Needs Update
2. Percent of Board of Zoning Adjustment hearings scheduled within 4 months of application acceptance (excluding recess month): Needs Update
3. Percent of Zoning Commission orders issued within 4 months of decision: Needs Update

6.7 COURT OF APPEALS INFORMATION

The decisions of the BZA and ZC can be appealed to the DC Court of Appeals for review.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of Appeals to the DC Court of Appeals (by Calendar Year)							

(continued)

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Quantity	Neutral	○	1	○	○	1	Target not required

* Since publication of FY24 PAR, the data has been updated to more accurately categorize and document DOB Inspector actions conducted while in the field.

7 PROJECTS

7.1 CLEARING THE BOARD OF ZONING ADJUSTMENT BACKLOG

Project Description: The Office of Zoning has a backlog of Board of Zoning Adjustment (BZA) orders that it is working to clear.

Start Date: October 1, 2024

Planned Completion Date: September 30, 2026

Current Project Phase: Execution

Project Status: OZ issued 32 full orders in FY 2025.

7.2 WEBSITE AND ZONING APPLICATION UPGRADES

Project Description: One of the cornerstones of the Office of Zoning's (OZ's) mission is to provide the public with information to make the zoning process convenient, easy to use and understandable. OZ is always using upgrades in its technological systems to meet this mission. OZ will be upgrading its primary website, reviewing all of its workflows to make customer driven enhancements, and adding AI driven technologies to provide better information to the public.

Start Date: October 1, 2024

Planned Completion Date: September 30, 2026

Current Project Phase: Execution

Project Status: The Office of Zoning made several demonstrative upgrades to its website, map and zoning applications. More customer-oriented upgrades are coming in FY 2026.

Related Measures:

- Number of unique Zoning Map hits
- Number of unique website hits