



THE DEPARTMENT OF BUILDINGS

FY 2027 PERFORMANCE PLAN

APRIL 14, 2026

CONTENTS

Contents	2
1 Introduction	3
2 The Department of Buildings Overview	5
3 Proposed Objectives	6
3.1 Provide accurate and timely plan reviews for permit issuance.	6
3.2 Enforce vacant property regulations to promote productive use.	6
3.3 Provide quality property maintenance and construction inspections to ensure safety.	6
3.4 Efficient, Transparent, and Responsive Government	6
4 Proposed Administrative Structures	8
4.1 Office of the Director	8
4.2 Office of Construction and Building Standards	8
4.3 Office of Zoning Administration and Office of the Surveyor	9
4.4 Office of Strategic Code Enforcement	10
5 Proposed Additional Activities	12
5.1 Personnel, Training and Employee Development, Labor Relations, Contracting and Procurement, Property Management, Information Technology, Risk Management, Legal, Logistics and Fleet Services, Communications, Customer Service and Complaint Resolution, Performance Management, Internal Audit	12

1 INTRODUCTION

This document is the Fiscal Year 2027 Performance Plan for the The Department of Buildings.

This Performance Plan is the first of two agency performance documents published each year. The Performance Plan is published twice annually – preliminarily when the Mayor’s budget proposal is delivered, and again at the start of the fiscal year when budget decisions have been finalized. A companion document, the Performance Accountability Report (PAR), is published annually in January following the end of the fiscal year. Each PAR assesses agency performance relative to its annual Performance Plan.

Performance Plan Structure: Performance plans are composed 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 answer broad questions about an agency’s overall performance or the performance of an organizational unit, a program or service, or the implementation of a major project. 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”

(continued)

Measure Type	Measure Description	Example
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"
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 the subsequent Performance Accountability Report.

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 THE DEPARTMENT OF BUILDINGS OVERVIEW

Mission: The Department of Buildings (DOB) protects the safety of residents, businesses, and visitors and advance development of the built environment through permitting, inspections, and code enforcement.

Summary of Services: The Department of Buildings is responsible for regulating construction activity in the District of Columbia. The agency operates a consolidated permit operations division, reviews all construction documents to ensure compliance with building codes and zoning regulations. It also has inspection and oversight authority, through which construction activity, building systems, and rental housing establishments are inspected. Violations are cited, and if necessary, post citation abatement is pursued within the limits of the law.

Objectives:

1. Provide accurate and timely plan reviews for permit issuance.
2. Enforce vacant property regulations to promote productive use.
3. Provide quality property maintenance and construction inspections to ensure safety.
4. Efficient, Transparent, and Responsive Government

Administrative Structures:

1. Office of the Director
2. Office of Construction and Building Standards
3. Office of Zoning Administration and Office of the Surveyor
4. Office of Strategic Code Enforcement

3 PROPOSED OBJECTIVES

3.1 PROVIDE ACCURATE AND TIMELY PLAN REVIEWS FOR PERMIT ISSUANCE.

Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia.

No Related Measures

3.2 ENFORCE VACANT PROPERTY REGULATIONS TO PROMOTE PRODUCTIVE USE.

Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.

No Related Measures

3.3 PROVIDE QUALITY PROPERTY MAINTENANCE AND CONSTRUCTION INSPECTIONS TO ENSURE SAFETY.

Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.

No Related Measures

3.4 EFFICIENT, TRANSPARENT, AND RESPONSIVE GOVERNMENT

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

Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Outcome	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	Up is Better	42.9%	51.2%	Target not required	Target not required
Outcome	Percent of employees that are District residents	Up is Better	50.6%	51%	Target not required	Target not required
Outcome	Percent of new hires that are District residents (Peoplesoft)	Up is Better	64%	72.7%	Target not required	Target not required
Outcome	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)	Up is Better	31.03%	37.5%	Target not required	Target not required

(continued)

Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Outcome	Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time	Up is Better	21.4%	22.2%	Target not required	Target not required
Efficiency	Percent (%) of inbound calls picked up by an agent within 12 minutes of the time that the customer selected a queue	Up is Better	New in 2026	New in 2026	90%	90%
Efficiency	Percent (%) of inbound calls where the customer hung up after selecting a queue and prior to the call being picked up by an agent	Down is Better	15.1%	24.3%	20%	20%

4 PROPOSED ADMINISTRATIVE STRUCTURES

4.1 OFFICE OF THE DIRECTOR

The Office of the Director includes Customer Affairs, Data Analytics, Performance Management, Human Resources, Support Services, Records Management, Resource Allocation, Communications, the Office of Information Systems (OIS), General Counsel’s office and the FOIA team.

Activities under Office of the Director:

1. Resource Allocation: Provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using performance-based budgeting.

No Related Measures

2. Administrative Support: Responsible for providing administrative support and the required tools to achieve operational and programmatic results.

No Related Measures

4.2 OFFICE OF CONSTRUCTION AND BUILDING STANDARDS

Measure Type	Related Measures	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Efficiency	Percent (%) of completed illegal construction inspections that take place within 7 business days of customer complaint	Up is Better	New in 2026	New in 2026	90%	90%
Efficiency	Percent (%) of commercial Alteration and Repair; Addition, Alteration, and Repair, and New Building permits issued after spending fewer than 45 total days with DOB during pre-screen and plan review	Up is Better	New in 2026	New in 2026	90%	90%
Efficiency	Percent (%) of residential Alteration and Repair; Addition, Alteration and Repair; and New Building permits issued after spending fewer than 40 total days with DOB during pre-screen and plan review	Up is Better	New in 2026	New in 2026	90%	90%

Activities under Office of Construction and Building Standards:

1. Code Regulation: Manages and coordinates revisions to the District’s building and trade codes. Regulates construction in the District of Columbia that falls under the regulations of green codes including the Green Building Act, Green Construction Code, and Energy Conservation Code.

No Related Measures

2. Construction code inspection contracts: Contracts authorized nongovernmental persons or entities to perform inspections to certify that work complies with the District of Columbia Construction Codes.

No Related Measures

3. Inspect buildings and enforce building codes and zoning regulations.: Inspects commercial buildings, manages permit-related inspection requests, issues citations for violations of the District’s building codes and zoning regulations to correct violations, and conducts building and structure assessments for emergency and disaster response.

No Related Measures

4. Plan review contracts: Contracts authorized nongovernmental persons or entities to perform plan reviews to certify that work complies with the District of Columbia Construction Codes.

No Related Measures

5. Permitting and Plan Review: Conducts technical building plan reviews for approval and issues building permits.

No Related Measures

4.3 OFFICE OF ZONING ADMINISTRATION AND OFFICE OF THE SURVEYOR

Measure Type	Related Measures	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Efficiency	Percent of commercial Alteration and Repair; Addition, Alteration and Repair; and New Building construction permits issued in 2 or fewer zoning review cycles	Up is Better	New in 2026	New in 2026	85%	85%
Efficiency	Percent of residential Alteration and Repair; Addition, Alteration and Repair; and New Building construction permits issued in 2 or fewer zoning review cycles	Up is Better	New in 2026	New in 2026	85%	85%

Activities under Office of Zoning Administration and Office of the Surveyor:

1. Code Enforcement, Civil Infractions and Fine Assessment: Develops and implements enforcement strategies and procedures. Processes all civil infractions with the Office of Administrative Hearings, collects fines, places property liens on unpaid fines and collects unpaid abatement costs.

No Related Measures

2. Zoning compliance: Responsible for administering and determining compliance with the Zoning Regulations.

No Related Measures

3. Custodian of legal records for land plats and subdivisions: Produces and maintains legal records of all land plats and subdivisions of private and District government property within the District of Columbia.

No Related Measures

4.4 OFFICE OF STRATEGIC CODE ENFORCEMENT

Measure Type	Related Measures	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Efficiency	Percent (%) of completed vacant property inspections that take place within 10 business days of customer complaint.	Up is Better	New in 2026	New in 2026	90%	90%
Efficiency	Percent (%) of completed complaint-based housing infraction inspections that take place within 7 business days of customer complaint	Up is Better	New in 2026	New in 2026	90%	90%
Outcome	Percent (%) of emergency housing code violations where proof of abatement is received within 30 days of NOI service to property manager or owner	Up is Better	New in 2026	New in 2026	80%	80%
Outcome	Percent (%) of routine housing code violations where proof of abatement is received within 90 days of NOI service to property manager or owner	Up is Better	New in 2026	New in 2026	80%	80%

Activities under Office of Strategic Code Enforcement:

1. Residential housing inspections and enforcement: Inspects residential properties and issues citations of housing code violations.

No Related Measures

2. DOB abatement: Abates numerous housing and building code violations, and processes abatement contracts.

No Related Measures

3. Administrator of vacant properties, related tax exemption requests, and inspections.: Registers vacant properties in the District of Columbia, processes requests for vacant property tax exemptions, and inspects designated vacant and blighted properties.

No Related Measures

5 PROPOSED ADDITIONAL ACTIVITIES

5.1 PERSONNEL, TRAINING AND EMPLOYEE DEVELOPMENT, LABOR RELATIONS, CONTRACTING AND PROCUREMENT, PROPERTY MANAGEMENT, INFORMATION TECHNOLOGY, RISK MANAGEMENT, LEGAL, LOGISTICS AND FLEET SERVICES, COMMUNICATIONS, CUSTOMER SERVICE AND COMPLAINT RESOLUTION, PERFORMANCE MANAGEMENT, INTERNAL AUDIT

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

No Related Measures