



OFFICE OF ZONING

FY 2025 PERFORMANCE PLAN

NOVEMBER 26, 2024

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1 INTRODUCTION

This document is the Fiscal Year 2025 Performance Plan for the Office of Zoning.

This Performance Plan is the first of two agency performance documents published each year. The Performance Plan is published twice annually – preliminarily in March 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 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 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 throughout the Performance Plan, as they may be measuring an objective, an administrative structure, an activity, or be related to the agency performance as a whole.

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”

(continued)

Measure Type	Measure Description	Example
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"
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"

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. For example, newly added measures do not require targets for the first year, as agencies determine a data-informed benchmark. Additionally, change in some quantity or context measures and District-wide indicators may not indicate better or worse performance, but are "neutral" measures of demand or input, or are 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

Structures:

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

3 OBJECTIVES

3.1 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

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

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
Percent of Board of Zoning Adjustment hearings scheduled within 4 months of application acceptance (excluding recess month)	Efficiency	Up is Better	36.09%	82.01%	98%

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

No Related Measures

3.4 EFFICIENT, TRANSPARENT, AND RESPONSIVE GOVERNMENT

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

No Related Measures

4 ADMINISTRATIVE STRUCTURES

4.1 AGENCY MANAGEMENT

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

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 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	NA	No incidents	No Target Set
Percent of employees that are District residents	Outcome	Up is Better	58.33%	60.87%	No Target Set
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	Outcome	Up is Better	100%	33.33%	No Target Set
Percent of new hires that are District residents	Outcome	Up is Better	100%	100%	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time	Outcome	Up is Better	No incidents	100%	No Target Set

*Specific targets are not set for this measure

4.2 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.

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
Percent of zoning certifications completed within 5 business days	Efficiency	Up is Better	97.22%	100%	98%

*Specific targets are not set for this measure

4.3 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.

4.4 TECHNOLOGICAL SERVICES

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

5 ADDITIONAL MEASURES

Measure	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
Effectively process ZC and BZA applications and petitions.					
Number of Appeals to the DC Court of Appeals (by Calendar Year)	Quantity	Neutral	3	6	*

*Specific targets are not set for this measure

6 ADDITIONAL ACTIVITIES

Activity Name	Activity Description
The Official Zoning Map	OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.
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.
Zoning Regulations of 2016	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.
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.
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.
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.
Court of Appeals Information	The decisions of the BZA and ZC can be appealed to the DC Court of Appeals for review.

7 PROJECTS

7.1 CLEARING THE BOARD OF ZONING ADJUSTMENT BACKLOG

Proposed Completion Date: September 30, 2026

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

Related Measures: Number of Board of Zoning Adjustment Full Orders Issued

7.2 WEBSITE AND ZONING APPLICATION UPGRADES

Proposed Completion Date: September 30, 2026

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.

Related Measures: Number of unique Zoning Map hits; Number of unique website hits