



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 the maintenance and regulation of zoning in the District of Columbia.

SUMMARY OF SERVICES

OZ administers the zoning application process for the ZC and BZA. The process includes: reviewing and accepting applications, scheduling hearings to determine that the cases meet zoning relief criteria, scheduling meetings to decide the application, and, issuing legal orders. The zoning relief applications process involves all staff members at some level to ensure effective customer service and consumes a significant portion of the annual budget.

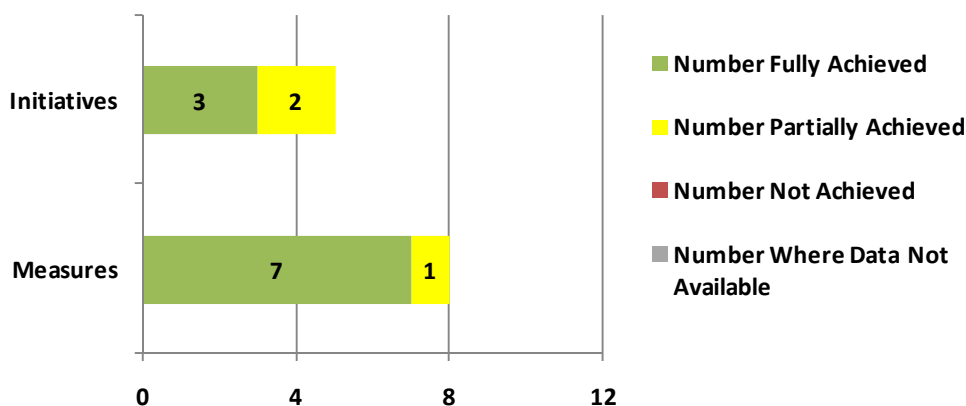
AGENCY OBJECTIVES

1. Create a convenient, easy to use and understand zoning process through continued website development and new outreach and educational programs for District residents and businesses.
2. Revolutionize service delivery through the greater use of technology.
3. Streamline zoning procedures to ensure a predictable, efficient and consistent process.

3 KEY ACCOMPLISHMENTS

- ✓ 100% of all e-mail inquiries were answered within 48 hours of receipt.
- ✓ 225 Zoning Commission (ZC) and Board of Zoning Adjustment (BZA) cases were filed.
- ✓ 77% of all BZA orders were issued within 3 weeks.


OVERVIEW OF AGENCY PERFORMANCE







Performance Initiatives – Assessment Details



Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

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

-  **INITIATIVE 1.1: Enhance website functionality to allow increased public information availability 24/7.**
Partially Achieved. This is an ongoing project scheduled to be completed in FY 2010. This objective will be fully achieved when OZ implements the next step of its IZIS database to allow ZC/BZA applicants to submit their applications online in addition to submitting them in print form to the OZ office. The ability of applicants to file online will provide greater flexibility to citizen and corporate applicants.
-  **INITIATIVE 1.2: Develop and disseminate enhanced literature on the functions and processes of OZ, BZA and ZC.**
Fully Achieved. This is an ongoing project scheduled to be completed in FY 2009. OZ is currently reproducing its existing brochure and will break out several sections into stand-alone “pamphlet” brochures. These stand-alone pamphlet brochures will include, among other subjects: The Zoning Process, The ANC’s Report, Who to Contact about Zoning, The BZA Application and Hearing Process. A new brochure and break-out pamphlets will allow OZ a greater ability to selectively target key stakeholders in the wider zoning community.

OBJECTIVE 2: Revolutionize service delivery through the greater use of technology.

-  **INITIATIVE 2.1: Design and develop a modern and user-friendly technical and legal infrastructure to exhibit DC’s Zoning Regulations as revised by the Office of Planning.**
Partially Achieved. This is an ongoing project scheduled to be completed in FY 2011. OZ is in the process of updating its current technical and legal infrastructure to include such items as: a greater array of definitions, greater search capability and hyperlinks in the online version of the regulations, etc. This enhanced technical and legal infrastructure will allow citizens and corporations a wider and more user-friendly use of the zoning regulations
-  **INITIATIVE 2.2: Display archived videos of ZC/BZA hearings and meetings on OZ’s website for use by the public and other District agencies.**
Fully Achieved. This is an ongoing project scheduled to be completed in FY 2009. Citizens currently can watch all ZC/BZA hearings via video streaming on the day and time the hearings are held. Archived videos will allow citizens to watch hearings after the fact and through the years. This will allow greater research flexibility for all stakeholders.

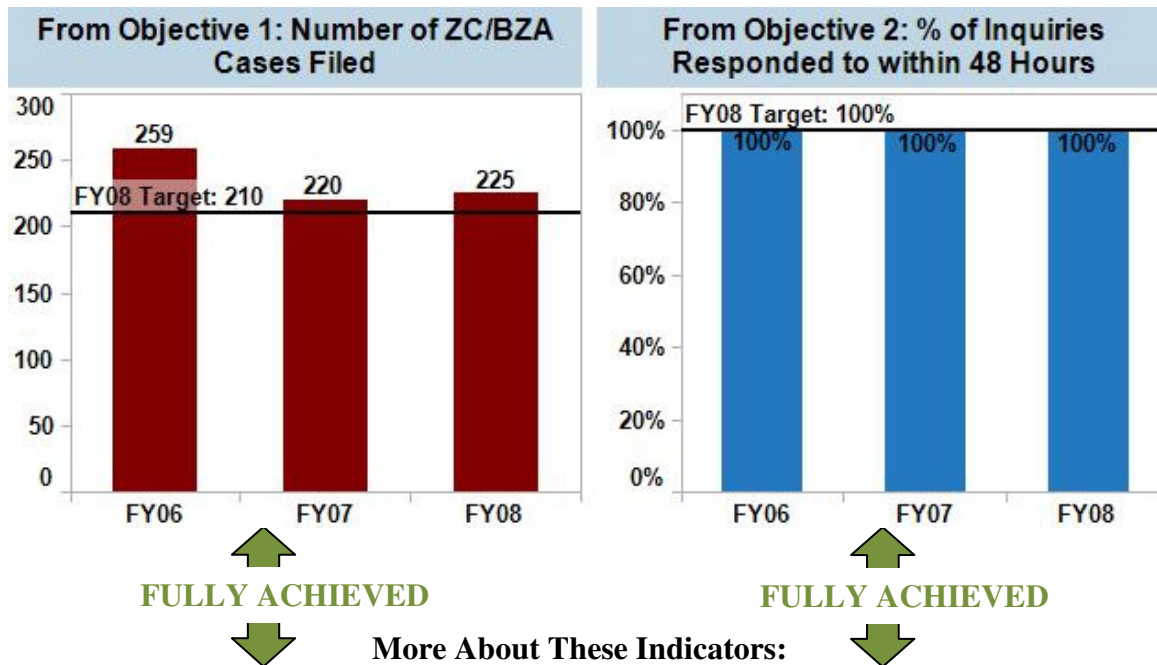


OBJECTIVE 3: Streamline zoning procedures to ensure a predictable, efficient and consistent process.

- **INITIATIVE 3.1: Establish a more efficient scheduling procedure with the Office of the Attorney General (OAG) to ensure a more timely delivery of ZC/BZA orders.**
Fully Achieved. Over 75% of all BZA orders are issued within 3 weeks of decision. OZ met with OAG and was successful in establishing a schedule that will allow OAG to meet its deadlines on a routine basis



Key Performance Indicators – Highlights



How did the agency's actions affect this indicator?

- Streamlined the application and hearing processes for the five members of the ZC through the introduction of staff-written case summaries.
- Case summaries give ZC members the opportunity to keep up-to-date with increasing case information as an application makes its way through the system.

What external factors influenced this indicator?

- Despite economic slow-down, developers continue to file new Planned Unit Development (PUD) applications.
- Modifications of already-approved PUDS continue to be on the rise.
- Homeowners and community groups continue to file applications with the BZA.

How did the agency's actions affect this indicator?

- The Office of Zoning reminds its staff on a monthly basis of the importance of delivering superior customer service to its client base and is encouraging staff to achieve a turn-around of 24 hours in FY09.
- The Office of Zoning has significantly increased the public's ability to gain immediate access to its ZC and BZA orders and transcripts by uploading them to its website. As a result of that instant online access, as well as increased public outreach, emails sent to the website tend now to request specific rather than general information.

What external factors influenced this indicator?

- None



Key Performance Indicators – Details

Performance Assessment Key:

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

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 1: Create a convenient, easy to use, and understand zoning process through continued website development and new outreach and educational programs for District residents and businesses.					
● # of BZA Cases Filed	176	172	165	161	160
● # of ZC Cases Filed.	83	48	45	64	30
● # of ZC Cases Issued	48	50	50	66	40
● # of Zoning Certifications Issued	119	96	140	159	100
OBJECTIVE 2: Revolutionize service delivery through the greater use of technology.					
● % of Inquiries Responded to Within 48 Hours.	100%	100%	100%	100%	100%
● # of Visitors to OZ Website.	203,000	187,000	200,000	202,667*	200,000
OBJECTIVE 3: Streamline zoning procedures to ensure a predictable, efficient and consistent process.					
● % of BZA Orders Issued Within 3 Weeks of Decision.	N/A	76%	75%	77%	75%
● % of BZA/ZC Cases Appealed to the Courts.	2	8	10	10	3

* Estimate based on data provided through 3rd quarter of FY08. Data from the WebTrends application was not available for 4th quarter.