



FY09 PERFORMANCE PLAN Office of Zoning

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 relief applications 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.

OBJECTIVE 1: Provide a convenient, easy to use, and understandable zoning process.

INITIATIVE 1.1: Initiate tests of the Interactive Zoning Information Service (IZIS).

OZ will test this digital zoning relief applications database with key groups. Pilot groups will include zoning attorneys, Advisory Neighborhood Commissions (ANC's), and selective citizens. The projected ability to file and review zoning relief cases online will provide greater flexibility to constituents and businesses than at present. Projected Timeline: October 2008 – March 2009.

INITIATIVE 1.2: Revise OZ's information brochure.

Continue to redesign, rewrite and reproduce OZ's information brochure that was initiated in FY08. The finished product will feature a full brochure and stand-alone pamphlets. The two-products approach will allow OZ to more effectively target and respond to key stakeholders. Projected Timeline: October 2008 – June 2009.

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

INITIATIVE 2.1: Create online archive for videos of meetings and hearings.

Upload archived videos of meetings and hearings conducted by the ZC and BZA. The videos, beginning in 2000 to the present date, were indexed in FY 08. Indexing allows viewers to search hours-long evening or day-long videos by case number, thereby avoiding listening to an entire video. The archived videos will significantly complement hard copy transcripts and orders that exist on OZ's website. Projected Timeline: October 2008 – September 2009.

OBJECTIVE 3: Streamline zoning procedures to ensure an efficient and consistent process.

INITIATIVE 3.1: Create online guide to District zoning regulations.

Design and develop modern, user-friendly, digital and print database to showcase the revised Zoning Regulations for the District. The new digital database will allow greater online search capability, interactivity, indices, and graphics, as well as the capability to upload new text and map amendments on a quarterly basis. Projected Timeline: FY2009 to purchase and adapt software and initiate digital database.

INITIATIVE 3.2: Revise ZC and BZA processes and procedures.

Initiate a revision of the processes and procedures of the ZC and BZA for incorporation into the Zoning Regulations Revision project. The revision of the processes and procedures of the ZC and BZA are contained in Chapters 1, 30, 31 and 32 of the Zoning Regulations. The initiative is an



integral part of the design and development of the modern, user-friendly, digital and print database for the Zoning Regulations described above. Project Timeline: FY2009-FY2010.

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY07 Actual	FY08 Target	FY08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projection
# of BZA Cases Filed	172	165	113	160	160	150
% of BZA Orders Issued Within 3 Weeks of Decision	76%	75%	78%	75%	75%	75%
# of ZC Cases Filed	48	45	55	45	40	40
# of ZC Orders Issued	50	50	59	50	40	40
# of ZC Hearings for the Zoning Regulations Revision (ZRR)	N/A	N/A	2	15	10	10
% of Inquiries Responded to Within 48 Hours	100%	100%	100%	TBD	TBD	TBD
% of Inquiries Responded to Within 24 Hours	N/A	N/A	N/A	95%	98%	100%
# of Visitors to OZ Website – in thousands	187	200	152	200	200	300