



**FY 2012 PERFORMANCE PLAN
DC Office of Zoning**

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) in support of their oversight and adjudication of zoning matters in the District of Columbia.

SUMMARY OF SERVICES

OZ administers the zoning application process 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. OZ also spearheads outreach to citizens of the District of Columbia to ensure a robust understanding of the zoning application process.

WORKLOAD MEASURES

Measure	FY09 Actual	FY10 Actual	FY11 YTD
# of BZA cases filed	122	135	114
# of ZC cases filed	44	64	50
# of BZA orders issued	N/A	N/A	117
# of ZC orders issued	59	51	37

OBJECTIVE 1: Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses

INITIATIVE 1.1: Produce a series of on-line tutorials to educate the public on various aspects of zoning.

To follow up on the successful “Zoning 101 – Zoning Basics” program offered in FY11, OZ will produce a series of online tutorials designed to help the public navigate the often complex nature of zoning in the District of Columbia. The series will be focused on providing more detailed information to enable the public to better understand zoning processes and procedures on a 24/7 basis. Projected Start Date: January 2012. Projected End Date: September 2012.

INITIATIVE 1.2: Conduct training and produce on-line tutorials to educate the public on the use of the Interactive Zoning Map and the Interactive Zoning Information System (IZIS).

In an effort to boost public knowledge about the capabilities of the new Interactive Zoning Map and IZIS, DCOZ will conduct training sessions in the use of the new technologies for District citizens and businesses. In addition, DCOZ will produce short-segment tutorials about various



topics related to the map and IZIS that will be distributed on its website and through social media. Projected Start Date: January 2012. Projected End Date: September 2012.

INITIATIVE 1.3: Produce stand-alone brochures to assist the public in hearing procedures before the Zoning Commission and Board of Zoning Adjustment.

DCOZ will produce detailed brochures that outline the hearing process before the ZC and BZA. The brochures, which will be available prior to hearings, will assist the public in navigating the sometimes complex order of procedure of cases before the Commission and Board. Projected Start Date: January 2012. Projected End Date: September 2012.

OBJECTIVE 2: Leverage new and existing technology to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public

INITIATIVE 2.1: Add new components to the Interactive Zoning Information System (IZIS).

DCOZ will launch the Compliance Review and Zoning Certification modules of the IZIS. Both modules will assist the office in tracking and processing requests from filing through resolution. Projected Start Date: January 2012. Projected End Date: September 2012.

INITIATIVE 2.2: Launch the Electronic Zoning Map as the official Zoning Map.

At the end of FY11, DCOZ petitioned the Zoning Commission to establish the *GIS* map that is the bases of the web based Interactive Zoning Map as the official zoning map of the District of Columbia. In FY12, DCOZ will launch the official Electronic Zoning Map and start publishing printable summary extracts of the official zoning map on its website on a quarterly basis beginning January 2012. The official Electronic Zoning Map will allow the public access to up-to-date mapping information. Projected Start Date: October 2011. Projected End Date: February 2012.

INITIATIVE 2.3: Scan and Upload archived case files dating back to 2000 into IZIS.

In FY11, DCOZ began uploading current cases files into the IZIS system. In FY12, DCOZ will renew its efforts to enter new and archived ZC and BZA cases into the system. This initiative will allow the public access to a greater number of historical case files online. Projected Start Date: October 2011. Projected End Date: September 2012.

OBJECTIVE 3: Streamline Zoning Regulations to enhance efficiency and transparency of zoning processes

INITIATIVE 3.1: Develop and implement a strategic implementation plan for the new Zoning Regulations rewrite.

DCOZ will coordinate with OP to draft a strategic plan for the release of the new Zoning Regulations, and to disseminate information, both electronically and in print, regarding the new Zoning Regulations in advance of their release. Projected Start Date: January 2012. Projected End Date: September 2012.



OBJECTIVE 4: Efficiently manage the operations of the agency

INITIATIVE 4.1: Ensure compliance with District-wide performance standards.

DCOZ will proactively work to ensure that it is in compliance with Certified-Business Enterprise, Language Access, Customer Service and EEO compliance standards. Projected Start Date: October 2011. Projected End Date: February 2012.

INITIATIVE 4.2: Monitor agency expenditures.

DCOZ will monitor its spending on a monthly basis to ensure the agency spending plan is on target, thus minimizing spending pressures for the District. Projected Start Date: October 2011. Projected End Date: February 2012.

KEY PERFORMANCE INDICATORS

Measure	FY11 Actual	FY12 Projection	FY13 Projection	FY14 Projection	FY15 Projection
% of zoning certifications completed within 2 weeks	100%	100%	100%	100%	100%
% of BZA summary orders issued within 2 weeks of decision	100%	98%	98%	98%	98%
% of BZA hearings scheduled within 4 months of application acceptance (excluding recess month)	100%	90%	90%	90%	90%
% of website inquiries responded to within 24 hours or the next business day ¹	96%	98%	98%	98%	98%

¹ The industry standard for this measure is less than 70%. This information can be found in *Improving Citizen Customer Service: Metrics, Benchmarks, Best Practices, and Technology Trends, US General Service Administration*.