



## FY 2013 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

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

### AGENCY WORKLOAD MEASURES

Measure	FY 2010 Actual	FY 2011 Actual	FY 2012 YTD
Number of Board of Zoning Adjustment cases filed	135	163	124
Number of Zoning Commission cases filed	64	63	40
Number of Board of Zoning Adjustment orders issued	N/A	137	116
Number of Zoning Commission orders issued	51	63	39

**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 launch of online tutorials in FY12, DCOZ will continue to produce online tutorials designed to help the public navigate the often complex nature of zoning in the District of Columbia. The series is focused on providing more detailed information to enable the public to better understand zoning processes and procedures on a 24/7 basis. DCOZ will complete 15 additional tutorials by the end of FY13. Completion Date: September, 2013.

**INITIATIVE 1.2: Produce a promotional video for public access TV with the Office of Cable Television.**

DCOZ will coordinate with the Office of Cable Television to produce an informational video to provide insight on DCOZ programs and services. The video, which will play on TV13 and/or TV16, will assist the public to better understand zoning in the District of Columbia. Completion Date: September, 2013.



**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 fully implement IZIS for all Variance and Special Exception applications from filing to the issuance of a final order. This critical technological advancement will allow the public to follow the workflow of Variance and Special Exception cases electronically. Up to this point, members of the public have not had the opportunity to file and review variance and special exception case-related documents from our website. This initiative provides tremendous flexibility and improves public access to critical information. Completion Date: September, 2013.

**INITIATIVE 2.2: Enhance the Electronic Zoning Map.**

DCOZ will work to develop a tool to allow users to search and display all Zoning Commission and Board of Zoning Adjustment cases by location and color-coded case types. The information that is displayed can be customized to show the entire District or a buffered area. Completion Date: September, 2013.

**INITIATIVE 2.3: Scan and upload archived case files into IZIS.**

In FY11, DCOZ began uploading current cases files into the IZIS system. In FY13, DCOZ will continue its efforts to enter new and archived Zoning Commission and Board of Zoning Adjustment cases into the system. This initiative will allow the public access to a greater number of historical case files online. Completion Date: September, 2013.

**OBJECTIVE 3: Streamline zoning regulations to enhance efficiency and transparency of zoning processes.**

**INITIATIVE 3.1: Disseminate information about the process of the Zoning Regulations Review (ZRR).**

DCOZ will coordinate with the Office of Planning to disseminate information, on the process of the ZRR. The outreach will be geared towards educating the public on the course the amendments will take and how the public can participate on this very important process that will shape the District. Completion Date: September 2013.

**KEY PERFORMANCE INDICATORS**

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 YTD	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Percent of zoning certifications completed within 2 weeks	100%	100%	100%	100%	100%	100%
Percent of BZA summary orders issued within 2 weeks of decision	100%	98%	95%	98%	98%	98%
Percent of BZA hearings scheduled within 4 months of application acceptance (excluding recess month)	100%	90%	74%	90%	90%	90%