



**FY 2014 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 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.

AGENCY WORKLOAD MEASURES

Measure	FY 2011 Actual	FY 2012 Actual	FY 2013 Actual
Number of Board of Zoning Adjustment cases filed	1631	166	200
Number of Zoning Commission cases filed	63	59	46
Number of Board of Zoning Adjustment orders issued	137	147	198
Number of Zoning Commission orders issued	63	46	65
Number of Appeals to the DC Court of Appeals (by Calendar Year)	5	9	20

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: Conduct quarterly community outreach meetings for Advisory Neighborhood Commissions (ANC). ANC input is afforded “great weight” in the proceedings before the BZA and ZC. Therefore, in FY14, DCOZ anticipates holding at least one community outreach meeting per quarter for ANCs. DCOZ will use its archive of tutorials to cater to the specific needs of the ANCs. The tutorials are positioned to inform and educate the public about the zoning processes and procedures. At this critical time of increased City-wide development, this action expands the agency’s outreach to community advocates. **Completion Date: September 30, 2014**



INITIATIVE 1.2: Enhance the DCOZ website.

In FY14, it is the goal of DCOZ to provide a website that is more intuitive and informative to enable even greater convenience to the customer. DCOZ will redesign the look and feel of its website to be compatible with the current Standard District's Website's look and feel. DCOZ agrees that a uniform look and feel for all District government's websites helps visitors to easily identify agencies and access all services offered. DCOZ will continue to expand the website's interactivity and information to provide first rate 24/7 zoning services to District residents. **Completion Date: September 30, 2014**

OBJECTIVE 2: Leverage new and existing technologies 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), to expand upon the system's modular capabilities.

In FY12, DCOZ publicly launched, the case management module of IZIS is a web-based system that allows online case filing, processing, and management of Planned Unit Development (PUD) and Appeal cases. In FY13, DCOZ developed the Variance and Special Exception applications from filing to the issuance of a final order. In FY14, DCOZ plans to begin developing IZIS's online filing modules and workflow processes for Rulemakings, Time Extensions and Minor Modifications of approved PUDs, and Campus Plans. Adding these critical workflows will greatly improve public access to important information. **Completion Date: September 30, 2015**

INITIATIVE 2.2: Enhance the Electronic Zoning Map.

In FY12, the Geographic Information System (GIS) based electronic zoning map was launched. The map provides a public view of the official Zoning Map that is constantly updated to display amendments adopted by the Zoning Commission. In FY13 developed a tool that allows users to search and display all Zoning Commission and Board of Zoning Adjustment cases by location and color-coded case types. In FY14, to further enhance the quality of zoning information available to the District, DCOZ plans to begin building a new map that runs concurrently with the existing map to reflect the new zone districts associated with the new Zoning Regulations Review (ZRR). **Completion Date: September 30, 2014**

INITIATIVE 2.3: Increase public access to ZC and BZA public hearings/meetings through enhanced web-streaming capabilities.

DCOZ provides recorded activities of the ZC and the BZA. Viewers can watch live and past public meetings and hearings of the ZC and the BZA. In FY14, DCOZ plans to modernize its video streaming and webcast facilities to improve: a). the quality of the online live Video Streaming on the DCOZ website by introducing HD quality videos; b). the user access tools to allow users to have the capability of viewing live and on-demand ZC and BZA hearings on tablets and mobile devices; and c). the public access interface to the existing Video archival system to ensure a fast and easy retrieval of public hearings/meeting videos by converting videos to the new and more robust video format. These updates will enhance the public's ability to access BZA and ZC meeting and hearings. **Completion Date: December 30, 2013**



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

INITIATIVE 3.1: Develop and disseminate information pertaining to the transition from the current regulations to the new regulations.

The Zoning Regulations Review (ZRR) is a project being led by the Office of Planning (OP) to revise the DC Zoning Regulations. This is the first time the Zoning Regulations have been comprehensively revised since 1958. Since the transition from the current regulations to the new regulations may prove confusing, in FY14, OZ plans to facilitate the ZC public hearings by disseminating information about the public hearings and the proposed text. In FY15, DCOZ plans to develop materials that will explain the transition information in detail. This will assist the public in understanding how and when the regulations will become effective. **Completion Date: September 30, 2015**

INITIATIVE 3.2: Begin developing a comprehensive electronic Zoning Handbook.

Once final action on the new Zoning Regulations is approved, DCOZ will work with OP to begin Phase I development of a comprehensive electronic Zoning Handbook to assist the public in understanding the details of the new regulations. Phase I will consist of developing the database and infrastructure to house the electronic handbook. **Completion Date: September 30, 2015**

KEY PERFORMANCE INDICATORS - DC Office of Zoning

Measure	FY2012 Actual	FY 2013 Target	FY 2013 Actual	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Percent of zoning certifications completed within 5 business days ¹	N/A	N/A	N/A	85%	90%	95%
Percent of zoning certifications completed within 14 business days ²	100%	100%	100%	N/A	N/A	N/A
Percent of BZA summary orders issued within 10 business days ³	N/A	N/A	N/A	85%	90%	95%
Percent of BZA summary orders issued within 14 business days ⁴	98%	95%	100%	N/A	N/A	N/A

¹ In FY 13 the percentage of zoning certifications issued were within 14 business days. In FY 14 (going forward) the agency is changing this measure to 5 business days.

² In FY 13 the percentage of zoning certifications issued were within 14 business days. In FY 14 (going forward) the agency is changing this measure to 5 business days. This KPI was phased out in FY 13 – and will no longer be tracked.

³ In FY 13 the percentage of BZA Summary Orders issued were within 14 business days. In FY 14 (going forward) the agency is changing this measure to 10 business days.

⁴ In FY 13 the percentage of BZA Summary Orders issued were within 14 business days. In FY 14 (going forward) the agency is changing this measure to 10 business days. This KPI was phased out in FY 13 – and will no longer be tracked.



Measure	FY2012 Actual	FY 2013 Target	FY 2013 Actual	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month) ⁵	N/A	N/A	N/A	85%	90%	95%
Percent of BZA hearings scheduled within 4 months of application acceptance (excluding recess month) ⁶	90%	74%	100%	N/A	N/A	N/A
Percentage of website inquiries responded to within 24 hours ⁷	97.46%	N/A	N/A	95%	98%	98%

⁵ In FY 13 the percent of BZA hearings scheduled were within 4 months of application acceptance. In FY 14 (going forward) the agency is changing this measure to 3 months of application acceptance.

⁶ In FY 13 the percent of BZA hearings scheduled were within 4 months of application acceptance. In FY 14 (going forward) the agency is changing this measure to 3 months of application acceptance. This KPI was phased out in FY 13 – and will no longer be tracked.

⁷ Last year this was phased out; however, DCOZ decided to restore it in FY 14.