



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 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.

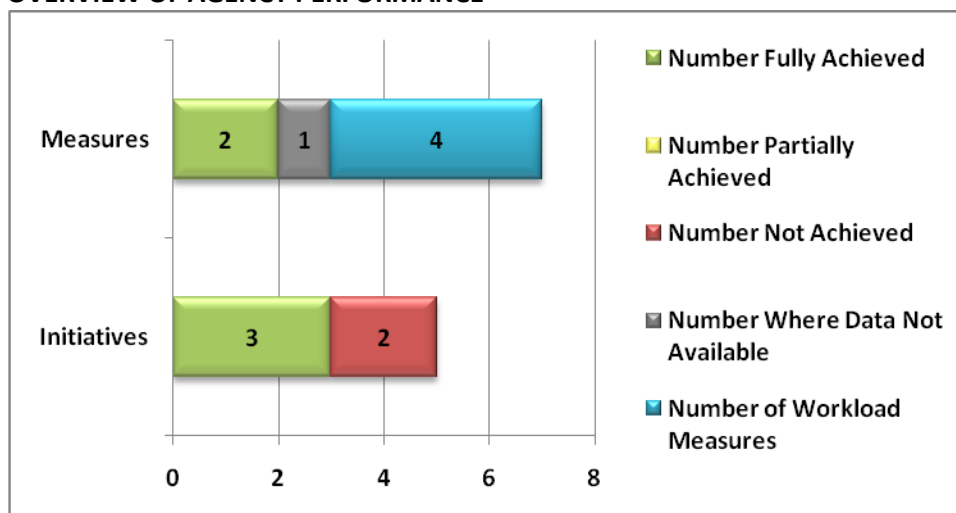
AGENCY OBJECTIVES

1. Provide a convenient, easy to use, and understandable zoning process.
2. Revolutionize service delivery through the greater use of technology.
3. Streamline zoning procedures to ensure an efficient and consistent process.

ACCOMPLISHMENTS

- ✓ 98% of e-mail inquiries to the website and central e-mail address were answered within 24 hours
- ✓ OZ Significantly Exceeded Expectations by receiving a 95% for overall Customer Service Testing for FY09
- ✓ OZ published a video-on-demand archive of ZC and BZA hearings

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

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

OBJECTIVE 1: PROVIDE A CONVENIENT, EASY TO USE, AND UNDERSTANDABLE ZONING PROCESS.

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

- OZ's initial in-house tests of its online Interactive Zoning Information System (IZIS) included staff and a select number of external stakeholders. The decision was made to delay testing amongst a wider and more diverse range of key stakeholders, however, until problematic issues discovered during the in-house testing have been satisfactorily resolved. OZ will resume IZIS testing in FY2010.

INITIATIVE 1.2: Revise OZ's information brochure.

- OZ completed this task through the production of: (i) a full-color brochure that highlights the various regulations and government departments involved in the zoning process, and, (ii) stand-alone pamphlets. The pamphlets include: (i) Planned Unit Developments (PUDs) broken down by Ward; and, (ii) pamphlets written in the foreign languages offered by the D.C. Government.

OBJECTIVE 2: REVOLUTIONIZE SERVICE DELIVERY THROUGH THE GREATER USE OF TECHNOLOGY.

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

- OZ's website now contains a Video-on-Demand page at www.dcoz.dc.gov. The Video-on-Demand feature has elicited praise from various stakeholders in the zoning process including constituents, land use developers/attorneys, ANCs, and the media.

OBJECTIVE 3: STREAMLINE ZONING PROCEDURES TO ENSURE AN EFFICIENT AND CONSISTENT PROCESS.

INITIATIVE 3.1: Create online guide to District zoning regulations.

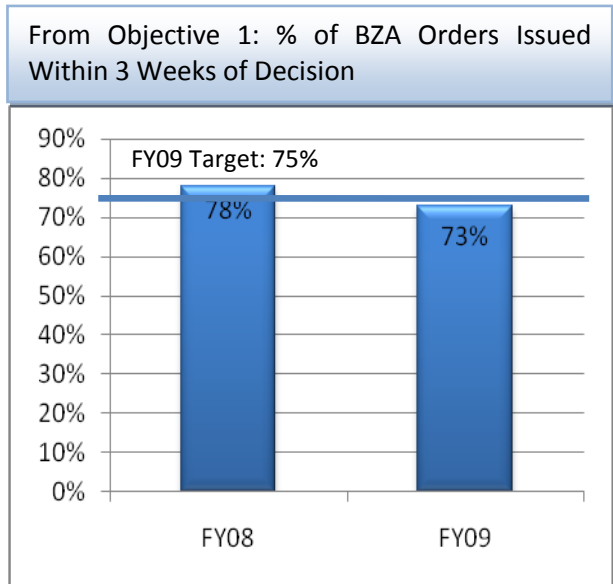
- OZ delayed the purchase and adaptation of software to initiate a digital database to showcase the District's Zoning Regulations as its partner, the Office of Planning, is still in the process of revising the Zoning Regulations. OZ cannot proceed with an online guide until the Office of Planning substantially completes its part in the Zoning Regulation Reengineering process. This initiative will be revisited in FY2010.

INITIATIVE 3.2: Revise ZC and BZA processes and procedures.

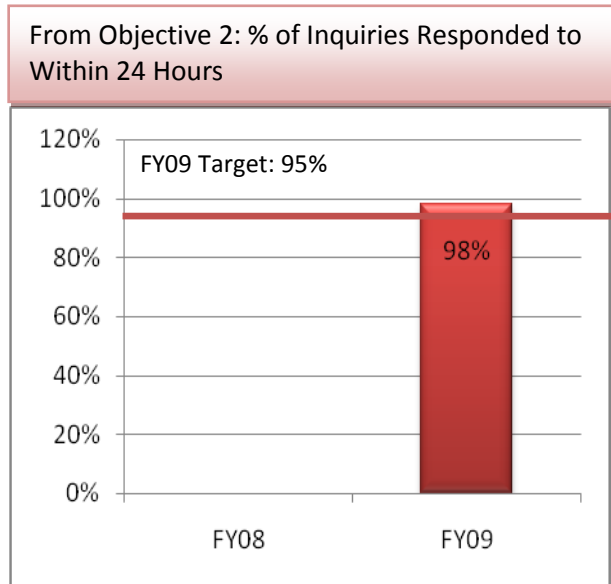
- OZ has rescheduled this initiative to FY2010-2011 to accommodate the Office of Planning's ongoing revision of the District's Zoning Regulations.



Key Performance Indicators – Highlights




FULLY ACHIEVED


FULLY ACHIEVED


More About These Indicators:

How did the agency's actions affect this indicator?

- OZ established an efficient and consistent process to draft, approve, and issue uncontested Summary Orders within three weeks of decision date by assigning orders to individual staff with "must meet" due dates. Only a small amount of OZ drafted orders were not completed within 3 weeks.

What external factors influenced this indicator?

- The remaining BZA orders are drafted by the Office of the Attorney General (OAG). The orders assigned to OAG are contested Full Orders that must be able to stand up in a court of law in the event the BZA's decision is challenged. Full Orders, therefore, require a longer drafting timeframe from decision date than uncontested Summary Orders.

How did the agency's actions affect this indicator?

- OZ reiterates to its staff on a monthly basis of the importance of delivering superior customer service to its client base. The e-mails that were not answered within 24 hours were answered within the District standard of 48 hours.

What external factors influenced this indicator?

- Significant increases in public accessibility to ZC and BZA orders and transcripts; and an archive of video-streams of ZC and BZA cases have transformed inquiries. Emails sent to the website tend now to request specific zoning information, allowing staff more time to focus on researching these issues and meeting the established 24-hour turn-around timeframe.



Key Performance Indicators – Details

Performance Assessment Key:

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

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
●	1.1 # of BZA Cases Filed	161	160	122	Neutral/ No target ¹	ZONING SERVICES
●	1.2 # of ZC Cases Filed	64	30	44	Neutral/ No target	ZONING SERVICES
●	1.3 # of ZC Hearings for the Zoning Regulations Revision (ZRR)	4	15	18	Neutral/ No target	ZONING SERVICES
●	1.4 # of ZC Orders Issued	66	40	59	Neutral/ No target	ZONING SERVICES
●	2.1 % of Inquiries Responded to Within 24 Hours	0	95	98.23%	103.40%	ZONING SERVICES
●	2.2 # of Visitors to OZ Website	202667	200000	44923 ²	22.46%	ZONING SERVICES
●	3.1 % of BZA Orders Issued Within 3 Weeks of Decision	78	75	73.58%	98.11%	ZONING SERVICES

¹ Agencies have been permitted to list KPIs without targets if the metric has no intrinsic directional value.

² OZ was unable to obtain accurate data for this measure since the system changed from WebTrends to Google Analytics. Web Trends was eliminated in October of 2008 and Google Analytics was deployed in April of 2009. The new data is inconsistent with previous data. OZ is working to resolve this issue.