



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.

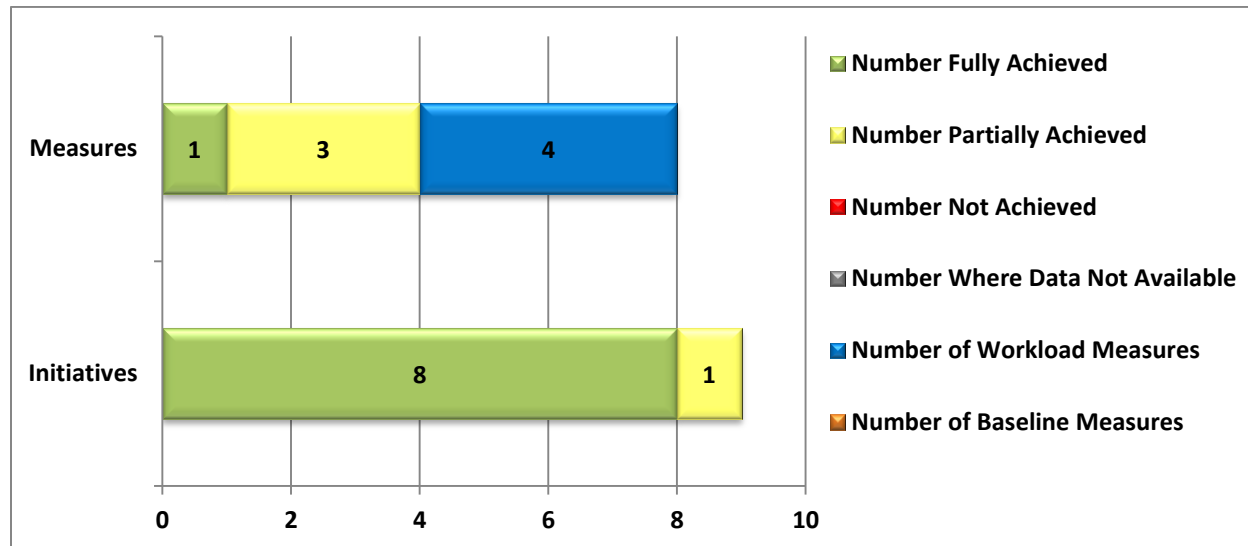
ACCOMPLISHMENTS

- ✓ OZ launched the online application filing module of the Interactive Zoning Information System, which functions as the primary intake point for ZC and BZA case applications and supporting documents for Planned Unit Development and Appeal cases.
- ✓ OZ launched the online zoning map as the Official Zoning Map of the District of Columbia.
- ✓ 100% of zoning certifications requests were issued within two weeks.

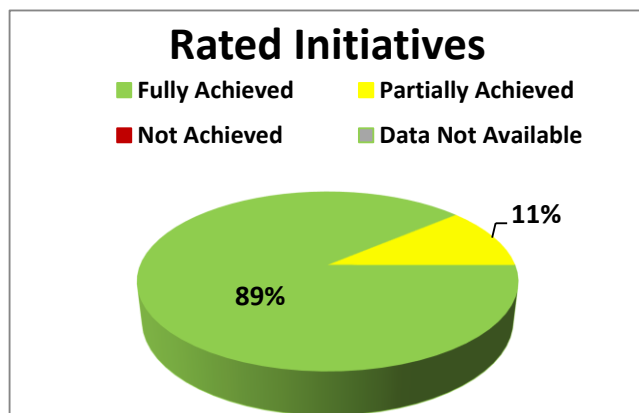
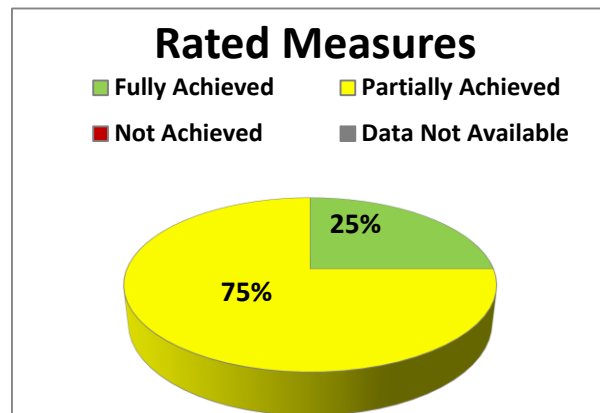


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES




Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
>= 100%	Fully Achieved
75 - 99.99%	Partially Achieved
< 75%	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

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.

Fully Achieved: OZ produced a series of on-line tutorials in an effort to enable the public to have a better understanding of the zoning process. These tutorials have been posted to the OZ website and are easy to use and understand. The tutorials produced in FY 12 included the following: Key Zoning and Land Use Laws, Variance-Special Exception Hearing, Variance-Special Exception Pre-Hearing, Zoning Certifications, Party vs. Person, Compliance Review - Part I, and Compliance Review - Part II.



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).

Fully achieved: OZ conducted training with local and district agencies, Advisory Neighborhood Commissions and the business and legal community on the Interactive Zoning Information. In addition, it uploaded an on-line tutorial for IZIS and a web-video tutorial for the Zoning Map. OZ held IZIS trainings on the following dates: • ANC Commissioners District-wide December 19, 2011 • Business/legal Community December 21, 2011 and January 9, 2012 • Staff of OP, DDOT, and NCPC January 2012. OZ also uploaded online tutorials to the web: <http://maps.dcoz.dc.gov/> <http://app.dcoz.dc.gov/Login.aspx>.



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

Fully Achieved – OZ produced both the “Zoning Commission Cases Process for Contested and Rulemaking Cases” and “Board of Zoning Adjustment Variance/Special Exception Case Process and Burden of Proof”. Both brochures provide the reader with information about what to expect at a BZA or ZC hearing.



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).

Fully Achieved: OZ successfully added two new components to the IZIS system in FY 12. OZ launched both the Compliance Review and Zoning Certification modules of IZIS. Both modules are key in assisting the office in tracking and processing requests from filing through resolution. The Compliance Review Process module allows the public to initiate and complete the compliance process on-line. – Both modules have allowed OZ to eliminate what was once a tedious paper process and leverage it into a more streamlined and faster electronic process.





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

Fully achieved OZ launched the electronic zoning map as the “Official” Zoning Map of the District of Columbia. The official Zoning Map is a living document that is constantly updated to remain current with amendments adopted by the Commission. The interactive zoning map allows users to determine the zoning classification for any property in the District. Users can search zoning by Address, Square and Lot, Parcel, Zoning Commission (ZC) case, Board of Zoning Adjustment (BZA) case, or Planned Unit Development (PUD), where applicable.



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

Fully Achieved: OZ renewed its efforts to scan and upload new and archived cases into IZIS.



Currently, all new and pending PUDs and Appeals have been uploaded into the system and are being maintained. All new and pending map and text amendments, campus plans and modification cases have also been uploaded ahead of schedule.

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 Review.

Partially Achieved: In FY 12, OZ coordinated with OP on a variety of Zoning Regulations Revision issues including the dissemination of information to the public. However, as the project timeline has been altered, discussions concerning the release of the regulations were premature. OZ produced a ZRR mailer that provided the public with frequently asked questions regarding the ZRR process as well as information regarding the upcoming Ward meetings with OP.



OBJECTIVE 4: Efficiently manage the operations of the agency

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



Fully Achieved – OZ has maintained 100% compliance in these areas by ensuring that OZ staff attends annual trainings and/or quarterly meetings; all reports are submitted in a timely manner; and all performance standard goals are met.

INITIATIVE 4.2: Monitor agency expenditures.



Fully Achieved. In FY 12, OZ monitored its spending on a monthly basis to ensure the agency spending plan was on target. OZ expended 99% of its budget



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
	●	1.1 % of website inquiries responded to within 24 hours or the next business day	101.62 %	98%		97.46%	99.45%	ZONING SERVICES
	●	1.2 # of BZA cases filed	163	0		166	Workload measure (Not rated)	ZONING SERVICES
	●	1.3 # of ZC cases filed	63	0		59	Workload measure (Not rated)	ZONING SERVICES
	●	1.4 % of zoning certifications completed within 2 weeks	100%	100%		100%	100%	ZONING SERVICES
	●	1.5 % of BZA summary orders issued within 2 weeks of decision	100%	98%		95.69%	97.64%	ZONING SERVICES
	●	1.6 % of BZA hearings scheduled within 4 months of application acceptance (excluding recess month)	100%	90%		80.59%	89.54%	ZONING SERVICES
	●	1.7 # of BZA orders issued	137	0		147	Workload measure (Not rated)	ZONING SERVICES
	●	1.8 # of ZC orders issued	63	0		46	Workload measure (Not rated)	ZONING SERVICES