



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.

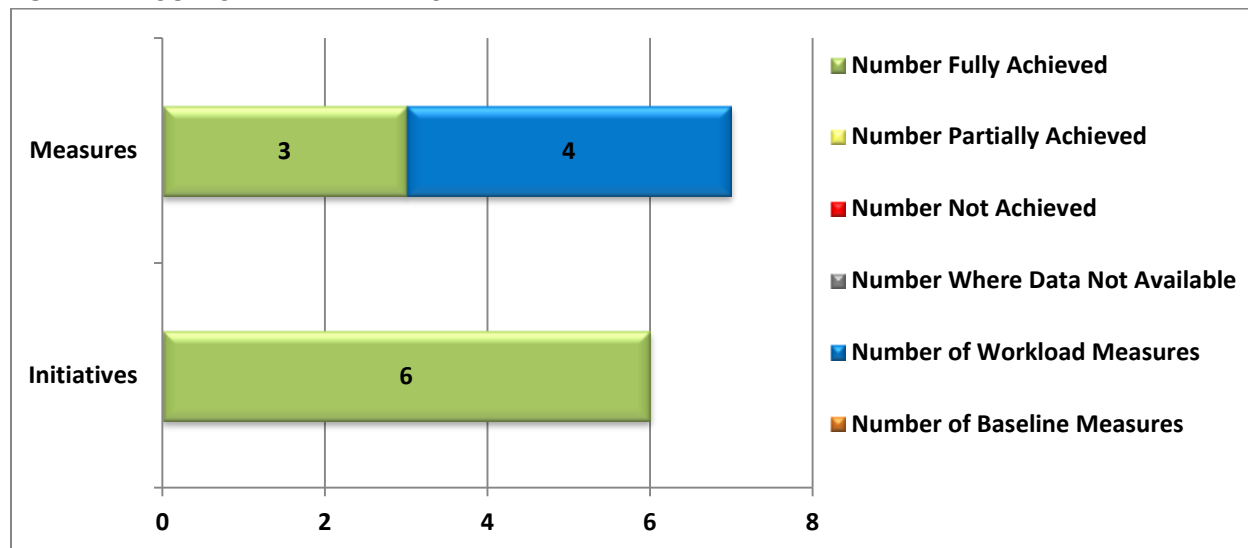
ACCOMPLISHMENTS

- ✓ Developed online application for Special Exception and Variance cases.
- ✓ Implemented Zoning Map enhancements.
- ✓ Enhanced its community outreach program by producing an informational video & posting helpful website tutorials.

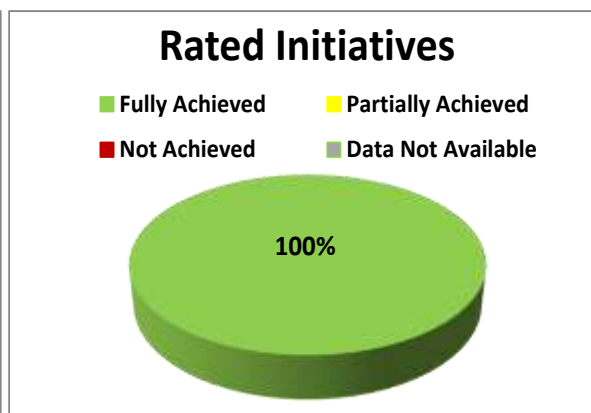
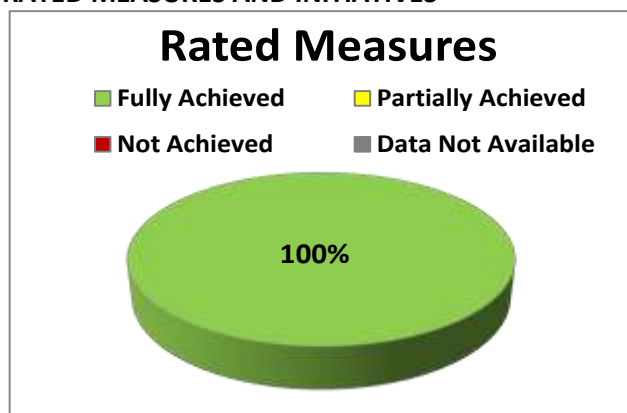


OVERALL AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Default KPI Rating:	
$\geq 100\%$	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 15 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 FY13 included the following: Zoning 101; El ABC de la zonification; Matter-of-Right Housing Types By Zone District; Motions; Appeal Pre-Hearing; Appeal Hearing; Filing an Advisory Neighborhood Commission (ANC) Report; Required Specifications for Plats, Plans, and Elevations for Special Exceptions and Variances; Burden of Proof – Variance; Burden of Proof – Special Exception; Zoning Commission Contested Case Hearing; Campus Plan Hearing; IZIS Account Management; Filing a Document in IZIS; and Filing a Document in the Zoning Regulations Review (ZRR).

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

- **Fully Achieved:** OZ worked with the Office of Cable Television to produce an informational video that provides insight on DCOZ programs and services.– The video started playing on TV13 and TV16 in June 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).

- **Fully Achieved:** OZ successfully developed the Special Exception and Variance workflows in the IZIS system in FY13.– The portal to file one of these cases can be found on OZ's website at: <http://app.dcoz.dc.gov/Login.aspx>.

INITIATIVE 2.2: Enhance the Electronic Zoning Map.

- **Fully Achieved:** OZ developed a tool to allow users to search and display all ZC and BZA 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. The Zoning Map "Buffer Tool" Search can be found on OZ's website at: - <http://maps.dcoz.dc.gov/>.



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

- **Fully Achieved:** In FY13 DCOZ continued its efforts to enter new and archived ZC and BZA cases into IZIS. DCOZ uploaded 268 ZC and BZA cases into IZIS.

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).

- **Fully Achieved.** In FY13, OZ developed and disseminated a brochure detailing the process for the ZRR public hearings and how the public can participate in the process.– OZ produced a ZRR mailer that provided the public with information regarding the ZRR hearing process as well as information regarding how to participate at the hearings.



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
	●	1.1 # of BZA cases filed	166	Not Applicable		200	Workload Measure Not Rated	ZONING SERVICES
	●	1.2 # BZA orders issued	147	Not Applicable		198	Workload Measure Not Rated	ZONING SERVICES
	●	1.3 # of ZC cases filed	59	Not Applicable		46	Workload Measure Not Rated	ZONING SERVICES
	●	1.4 # of ZC orders issued	46	Not Applicable		65	Workload Measure Not Rated	ZONING SERVICES
	●	1.5 # of zoning certifications completed within 2 weeks	100%	98%		100%	102.04%	ZONING SERVICES
	●	1.6 % of BZA summary orders issued within 2 weeks of decision	97.64%	98%		100%	102.04%	ZONING SERVICES
	●	1.7 % of BZA hearings scheduled within 4 months of application acceptance (excluding recess month)	80.59%	90%		100%	111.11%	ZONING SERVICES