



## Office of Zoning DCOZ (BJO)

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### 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.

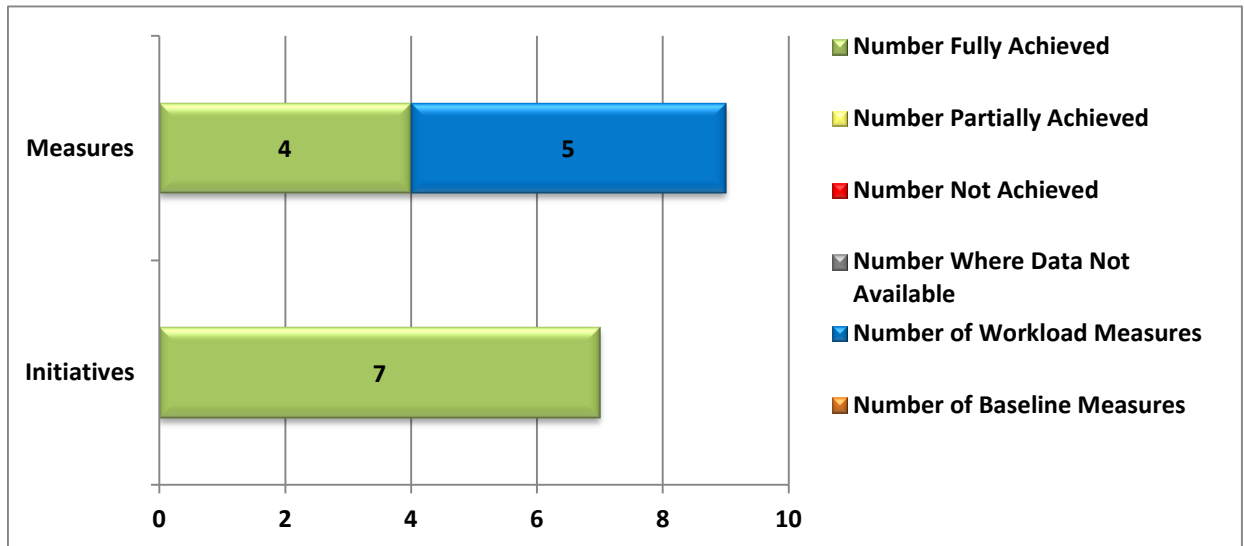
### ACCOMPLISHMENTS

- ✓ Fully deployed the Interactive Zoning Information system for 99% of all Board of Zoning Adjustment cases.
- ✓ Processed 100% of all Zoning Certification requests within 5 business days.
- ✓ Released a website that is more intuitive and informative to enable even greater convenience to the customer.

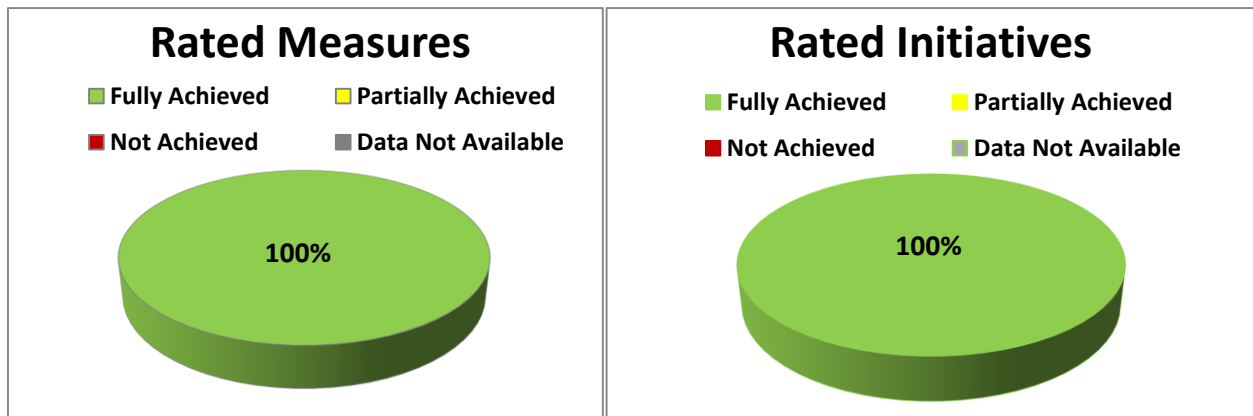


## OVERALL OF AGENCY PERFORMANCE

### TOTAL MEASURES AND INITIATIVES



### RATED MEASURES AND INITIATIVES



**Note:** Workload and Baseline Measurements are not included

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

## Zoning Services

**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).**

- In FY 14 DCOZ held or attended ANC outreach meetings on 10/26/13, 10/29/2013, 1/22/14, 5/21/14; 6/18/14, and 9/17/14. - **Fully Achieved**

**INITIATIVE 1.2: Enhance the DCOZ website.**

- In FY14, released a website that is more intuitive and informative to enable even greater convenience to the customer. DCOZ redesigned the look and feel of its website to be compatible with the current Standard District's Website's look and feel. DCOZ was successful in expanding the website's interactivity and information to provide first rate 24/7 zoning services to District residents. - **Fully Achieved**

**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 FY14, DCOZ began developing IZIS's online filing modules and workflow processes for Rulemakings, Time Extensions and Minor Modifications of approved PUDs, and Campus Plans. The project is on target to be completed at the end of FY 2015. - **Fully Achieved**

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

- In FY14 DCOZ released a new enhanced version of the DC Zoning Map. The new map has higher functionality and a buffer tool that allows user to obtain valuable zoning information based on its proximity to a specific lot. (<http://zmap.dcoz.dc.gov/>) DCOZ also began the conceptual phase of the new zoning map that will run concurrently with the existing map to reflect the new zone districts associated with the new Zoning Regulations Review (ZRR). - **Fully Achieved**

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

- In FY14, DCOZ modernized its video streaming and webcast capabilities to improve the quality of the online live Video Streaming by introducing HD quality videos; allow users to access live and on-demand ZC and BZA hearings on tablets and mobile devices; and ensuring a fast and easy retrieval of public hearings/meeting videos by converting videos to the new and more robust video format. **Fully Achieved.**



**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.**

- FY14, OZ facilitated the ZC public hearings by disseminating information about the public hearings and the proposed text to ANCs, Civic and Citizens Association, Professional Associations, Stakeholders, etc. In addition, OZ used print media to disseminate the information to a large audience. - **Fully Achieved**

**INITIATIVE 3.2: Begin developing a comprehensive electronic Zoning Handbook.**

- In FY14 DCOZ began the conceptual phase of development of the comprehensive electronic Zoning Handbook. - **Fully Achieved**



## Key Performance Indicators – Details

### Performance Assessment Key:

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

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	1.1	# of BZA cases filed	200	0		208	Workload Measure Not Rated	ZONING SERVICES
●	1.2	# BZA orders issued	198	0		178	Workload Measure Not Rated	ZONING SERVICES
●	1.3	# of ZC cases filed	46	0		57	Workload Measure Not Rated	ZONING SERVICES
●	1.4	# of ZC orders issued	65	0		47	Workload Measure Not Rated	ZONING SERVICES
●	1.5	Number of Appeals to the DC Court of Appeals (by Fiscal Year)	20	0		7	Workload Measure Not Rated	ZONING SERVICES
●	1.6	Percent of zoning certifications completed within 5 business days <sup>1</sup>	N/A	85		100%	117.65%	ZONING SERVICES
●	1.7	Percent of BZA summary orders issued within 10 business days <sup>2</sup>	N/A	85		98.72%	116.14%	ZONING SERVICES
●	1.8	Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month) <sup>3</sup>	N/A	85		100%	117.65%	ZONING SERVICES
●	1.9	Percentage of website inquiries responded to within 24 hours <sup>4</sup>	N/A	95		97.18%	102.29%	ZONING SERVICES

<sup>1</sup> In FY 13 the percentage of zoning certifications issued were within 14 business days. In FY 14 (going forward) the agency changed this measure to 5 business days.

<sup>2</sup> In FY 13 the percentage of BZA Summary Orders issued were within 14 business days. In FY 14 (going forward) the agency changed this measure to 10 business days.

<sup>3</sup> In FY 13 the percent of BZA hearings scheduled were within 4 months of application acceptance. In FY 14 (going forward) the agency changed this measure to 3 months of application acceptance.

<sup>4</sup> This is a new measure for FY14.