

Department of Consumer and Regulatory Affairs FY2018

Agency Department of Consumer and Regulatory Affairs

Agency Code CR0

Fiscal Year 2018

Mission The Department of Consumer and Regulatory Affairs (DCRA) protects the health, safety, economic interests, and quality of life of residents, businesses, and visitors in the District of Columbia by ensuring code compliance and regulating business.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia.	4	6
2	Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia	2	4
3	Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.	3	4
4	Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to improve safety and development in the District of Columbia.	2	5
5	Create and maintain a highly efficient, transparent and responsive District government.**	9	1
TOT		20	20

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (4 Measures)									
Percent of businesses applying online that receive their license within one (1) business day from the date of submission	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	55%
Percent of compliant businesses that have renewals processed within one (1) business day from the date of application receipt	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	70%
Percent of corporate registrations processed online, meeting the customer's request for expedited service of one (1) or three (3) business days	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	85%

Percent of Basic Business License, Corporation, and Office of Professional Licensing transactions that are conducted online	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	45%
2 - Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia (2 Measures)									
Percent of Project Dox permit applications that are reviewed within 30 calendar days of acceptance by the agency (not including sister agencies)	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	90%
Percent of Project Dox permit applications that receive Preliminary Design Review Meeting (PDRM) input and that are reviewed within 30 calendar days of acceptance	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (3 Measures)									
Percent of exempted properties that are reinspected within 90 calendar days of receiving exempt status	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	90%
Percent of Notices of Infraction that are processed by the Office of Civil Infractions (OCI) within 30 calendar days	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	85%
Percent of Housing Notices of Violation that are referred to the Office of Civil Infractions within 60 days of reinspection	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	80%
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to improve safety and development in the District of Columbia. (2 Measures)									
Percent of inspections resulted (with NOV or inspection reports) within 30 calendar days of initial inspection	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	75%	97.9%	95%
Percent of construction inspections completed on date identified when scheduled	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	90%

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives

1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (6 Activities)					
WEIGHTS AND MEASURES	Weighing Devices Registered	Weights and Measures division conducts onsite visits to test weighing devices and register them if they meet standards.	Daily Service	1	0
BUSINESS SERVICE CENTER	Business License Issuance	Responsible for issuing and renewing business licenses.	Daily Service	7	0
CORPORATION DIVISION	Corporate Registrations	The vehicle for which residents can create and register corporate entities.	Daily Service	2	0
OCCUPATIONAL AND PROFESSIONAL LICENSING	Professional Licensing Issuance	Responsible for issuing and testing for professional and occupational licensing.	Daily Service	3	0
REGULATORY INVESTIGATIONS	Business Investigations	Investigating district businesses upon their creation and renewal. Also investigates businesses to ensure compliance with applicable regulations.	Daily Service	3	0
BUSINESS SERVICE CENTER	Special Event Approval	Issue and provide approvals for special events held on public spaces.	Daily Service	1	0
TOT				17	0
2 - Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia (4 Activities)					
PERMITS	Permit issuance	Issue permits for the following areas: Building, supplemental, post card, home occupational and certificate of occupancy permits.	Daily Service	4	3
PLAN REVIEW	Permit Plan Reviews	Review of plans and blueprints submitted for permit issuance.	Daily Service	0	0
SURVEYOR	Issuance and Maintaining of land survey plats	Maintain and issue land survey plats and land records in the District.	Daily Service	4	0
PERMITS	Address Issuance	Issue new addresses for new construction, or change addresses for existing structures.	Daily Service	1	0
TOT				9	3
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (4 Activities)					
VACANT PROPERTY	Vacant building	Responsible for the registration, maintenance and tracking of all non-government buildings and structures in the District.	Daily Service	2	0
PROPERTY	Civil Infractions	Processes civil infractions through any related hearings and is	Daily Service	1	0

MANAGEMENT		responsible for collection of fines.			
SCHEDULING & ENFORCEMENT UNIT	Abatement	Coordinates the abatement of properties and structures with code violations.	Daily Service	3	1
PROPERTY MANAGEMENT	Liens and Fines	Places liens on properties with outstanding fines/fees through the special assessment process.	Daily Service	1	0
TOT				7	1
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to improve safety and development in the District of Columbia. (5 Activities)					
RESIDENTIAL INSPECTIONS	Housing inspections	Housing Inspections Program ensures habitable housing by responding to tenant requests for residential inspections.	Daily Service	1	2
CONSTRUCTION COMPLIANCE	Specialty Inspections Program	Responsible for inspecting and approving boilers and elevators throughout properties in the District.	Daily Service	2	0
CONSTRUCTION COMPLIANCE	Construction Inspections	Responsible for the inspection of construction sites for code compliance and proper permits.	Daily Service	2	2
RESIDENTIAL INSPECTIONS	Proactive inspections	Proactively inspect residential apartment units for code compliance, to prevent hazards or harsh living conditions for tenants.	Daily Service	1	0
CONSTRUCTION COMPLIANCE	Third Party inspections Program	Third Party Inspections are conducted to ensure quality inspections are being performed by third party inspection agencies.	Daily Service	2	0
TOT				8	4
5 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Activity)					
CUSTOMER SERVICE	311 Integration	To provide the residents of the District of Columbia with a seamless process for alerting DCRA of matters that need agency attention such as, Vacant Property abatement, exterior residential inspection, etc.	Key Project	0	3
TOT				0	3
TOT				41	11

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual

1 - Business Investigations (3 Measures)					
Number of Investigations conducted	<input type="checkbox"/>	Not available	Not Available	Not Available	584
Number of cases that required Enforcement Action	<input type="checkbox"/>	Not available	Not Available	Not Available	741
Number of business compliance surveys conducted	<input type="checkbox"/>	Not available	Not Available	Not Available	4010
1 - Business License Issuance (7 Measures)					
Number of Business Licenses issued	<input type="checkbox"/>	Not available	Not Available	Not Available	23,413
Number of applications submitted for new business licenses	<input type="checkbox"/>	Not available	Not Available	Not Available	11,380
Number of group workshops held by the Small Business Resource Center	<input type="checkbox"/>	Not available	Not Available	Not Available	90
Number of customers serviced by the Small Business Resource Center	<input type="checkbox"/>	Not available	Not Available	Not Available	2473
Number of Elevator Certificates issued	<input type="checkbox"/>	Not available	Not Available	Not Available	4245
Number of Outreach Events Attended by SBRC Staff	<input type="checkbox"/>	Not available	Not Available	Not Available	101
Number of business licenses renewed	<input type="checkbox"/>	Not available	Not Available	Not Available	17,098
1 - Corporate Registrations (2 Measures)					
Number of corporate entities registered	<input type="checkbox"/>	Not available	Not Available	Not Available	16,103
Number of other corporate filings registered	<input type="checkbox"/>	Not available	Not Available	Not Available	170,244
1 - Professional Licensing Issuance (3 Measures)					
Number of applicants tested	<input type="checkbox"/>	Not available	Not Available	Not Available	3217
Number of Professional Licenses issued	<input type="checkbox"/>	Not available	Not Available	Not Available	10,801
Number of Professional Licenses Renewed	<input type="checkbox"/>	Not available	Not Available	Not Available	16,745
1 - Special Event Approval (1 Measure)					
Number of special events issued	<input type="checkbox"/>	Not available	Not Available	Not Available	123
1 - Weighing Devices Registered (1 Measure)					

Number of weighing and measuring devices approved	<input type="checkbox"/>	Not available	Not Available	Not Available	7720
2 - Address Issuance (1 Measure)					
Number of addresses issued	<input type="checkbox"/>	Not available	Not Available	Not Available	320
2 - Issuance and Maintaining of land survey plats (4 Measures)					
Number of Plats prepared	<input type="checkbox"/>	Not available	Not Available	Not Available	11,431
Number of plats processed with expedited service	<input type="checkbox"/>	Not available	Not Available	Not Available	2714
Number of Sub-Divisions processed	<input type="checkbox"/>	Not available	Not Available	Not Available	400
Number of Street or Alley closings processed	<input type="checkbox"/>	Not available	Not Available	Not Available	9
2 - Permit issuance (4 Measures)					
Number of permits issued	<input type="checkbox"/>	Not available	Not Available	Not Available	49,965
Number of Permit applications submitted	<input type="checkbox"/>	Not available	Not Available	Not Available	68,914
Number of Certificates of Occupancy issued	<input type="checkbox"/>	Not available	Not Available	Not Available	3316
Number Permit applications submitted online	<input type="checkbox"/>	Not available	Not Available	Not Available	38,865
3 - Abatement (3 Measures)					
Number of Buildings abated	<input type="checkbox"/>	Not available	Not Available	Not Available	2132
Number of properties requiring contractor abatement.	<input type="checkbox"/>	Not available	Not Available	Not Available	71
Number of Vacant lots Abated	<input type="checkbox"/>	Not available	Not Available	Not Available	50
3 - Civil Infractions (1 Measure)					
Number of infraction notices issued	<input type="checkbox"/>	Not available	Not Available	Not Available	2022
3 - Liens and Fines (1 Measure)					
Number of Liens issued	<input type="checkbox"/>	Not available	Not Available	Not Available	175

3 - Vacant building (2 Measures)					
Number of Vacant buildings Surveyed	<input type="checkbox"/>	Not available	Not Available	Not Available	6588
Vacant Lots inspected	<input type="checkbox"/>	Not available	Not Available	Not Available	183
4 - Construction Inspections (2 Measures)					
Number of Illegal constructions inspections conducted.	<input type="checkbox"/>	Not available	Not Available	Not Available	2584
Number of Permit Construction inspections conducted	<input type="checkbox"/>	Not available	Not Available	Not Available	22,248
4 - Housing inspections (1 Measure)					
Number of Residential Inspections conducted.	<input type="checkbox"/>	Not available	Not Available	Not Available	11,510
4 - Proactive inspections (1 Measure)					
Number of Proactive Inspections conducted	<input type="checkbox"/>	Not available	Not Available	Not Available	4252
4 - Specialty Inspections Program (2 Measures)					
Number of Boiler inspections conducted	<input type="checkbox"/>	Not available	Not Available	Not Available	700
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters).	<input type="checkbox"/>	Not available	Not Available	Not Available	225
4 - Third Party inspections Program (2 Measures)					
Number of Quality Control inspections performed on Third Party Inspections	<input type="checkbox"/>	Not available	Not Available	Not Available	514
Number of Third Party reports entered into Accela	<input type="checkbox"/>	Not available	Not Available	Not Available	13,915

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Decrease the plan review time for large scale projects.	In FY 18, DCRA will decrease the plan review time for large scale projects in the District by implementing its "fast-track" plan review. This is a consolidated effort to review plans in one day onsite with the applicant of large scaled projects.	04-30-2018

Decrease the number of review cycles for plan reviews on building permit applications.	In FY 18, DCRA will reduce the number of review cycles for building permit applications by holding in-person meetings with applicants who have unsuccessfully completed two rounds of application revisions.	06-30-2018
Increase efficiency in residential and commercial inspections.	In FY 18, DCRA will increase the efficiency and effectiveness of the inspection process by implementing a mobile inspections process. Inspectors will utilize mobile equipment to result inspections and upload data directly into Accela, creating a more streamlined and efficient process.	09-30-2018
DCRA integration with OUC's 311 service.	In FY 18, DCRA will integrate select services into the 311 Call Center for a more efficient means of communication of city concerns by the residents. The initiative will begin with Vacant Property and will be expanded to include Property Maintenance Inspections.	06-30-2018
DCRA Records Unit	DCRA's Records Unit will manage and support agency Records increasing accessibility both internally and externally. The unit will also serve as the agency's point of contact for public requests for records providing a uniform portal through which requests are made and received.	03-31-2019
DCRA Abatement Team Staffing	DCRA and DOES are working together to create a second abatement team utilizing participants from the L.E.A.P. Program. DCRA will need to reconfigure existing space and acquire new vehicles to support the team.	09-30-2018
DCRA Property Maintenance Team	Per the Council approved budget, DCRA received 17 new positions for Residential Property Inspections. In FY 18, DCRA will recruit and hire the inspectors for complete onboarding by the end of FY 2018. DCRA will need to reconfigure existing space and acquire new vehicles to support the team.	09-30-2018
Illegal Construction Compliance	In FY18, DCRA will develop and implement a quarterly blitz to locate Illegal Construction activity in the District. A team of inspectors will deploy to one quadrant each quarter to locate activity and issue any necessary Notices of Violation and/or Stop Work Orders were appropriate. This will provide an opportunity for DCRA to also educate the community stakeholders on how to properly identify illegal construction activity.	09-28-2018
DCRA Standard Operating Procedures	In FY18, DCRA will update, develop and implement standard operating procedures, business process work flows, and any necessary Administrative Issuances for many DCRA functions.	09-28-2018
NCRBCA Enhancements	In FY18, DCRA will enhance the National Capital Region Building Code Academy, the Agency's building code training program. The academy will create technical training courses for building code officials internally and externally. Courses and trainings will be delivered throughout the fiscal year.	05-18-2018
DC Green Home Program	In FY18, DCRA will create the DC Green Home program; a voluntary, incentivized green building program designed to assist District residents green their homes to be healthy, efficient and resilient. The program will be administered by the DCRA Green Building Division in partnership with the DCSEU, DOEE and other stakeholders. The program would be incentivized and made affordable for homeowners through a combination of structural and financial incentives, including waiving building permit fees, (2) same day permit approval, (3) technical green building assistance from DCRA, and (4) financial assistance for design costs and measured energy performance.	03-30-2018