

Department of Consumer and Regulatory Affairs FY2021

Agency Department of Consumer and Regulatory Affairs

Agency Code CRO

Fiscal Year 2021

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.

Strategic Objectives

Objective Number	Strategic Objective
1	Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia.
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.
3	Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.
4	Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.
5	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (6 Measures)					
Percent of businesses applying online that receive their license within one (1) business day from the date of submission	Up is Better	83.9%	81%	91.9%	80%
Percent of corporate registrations processed online, meeting the customer's request for expedited service of one (1) or three (3) business days	Up is Better	89.8%	91%	88.6%	85%
Percent of Basic Business License, Corporation, and Occupational and Professional Licensing transactions that are conducted online	Up is Better	64.9%	68.9%	84.8%	80%
Percent of Consumer Protection cases closed within 30-days from date of complaint submission	Up is Better	New in 2020	New in 2020	85.3%	85%
Percent of Business Licensees for which prescreening is required, that receive a regulatory investigation within 15 business days	Up is Better	New in 2020	New in 2020	85.4%	85%
Percent of compliant businesses that have renewals processed within one (1) business day from the date of application receipt	Up is Better	85.5%	87.1%	97.9%	80%
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. (5 Measures)					
Percent of Permit applications that are reviewed by PRC within 2-business days	Up is Better	New in 2019	90.9%	97.7%	90%
Percent of Project Dox permit applications that are reviewed by DCRA within 30 business days of acceptance by the agency	Up is Better	85.9%	94.3%	97.9%	90%
Percent of standard building plat requests completed within 3 business days	Up is Better	New in 2020	New in 2020	93.9%	85%
Percent of Project Dox permit application re-reviews that are reviewed by DCRA within 15 business days of acceptance by agency	Up is Better	New in 2020	New in 2020	91.4%	90%
Percentage of Solar Permits that are reviewed within 10 calendar days	Up is Better	New in 2020	New in 2020	77.8%	90%
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (3 Measures)					
Percent of Notices of Infraction related customer inquiries that are resolved in one interaction with DCRA staff	Up is Better	New in 2019	90.3%	94.1%	80%
Percent of exempted properties that are reinspected within 90 calendar days of receiving exempt status	Up is Better	24.8%	84.7%	97.1%	90%
Percent of Vacant Building Unit initial inspections completed within 38 business days from date of complaint submission	Up is Better	New in 2019	94.3%	97.7%	85%
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (3 Measures)					
Percent of construction inspections completed on date identified when scheduled	Up is Better	83.2%	89.1%	92.9%	90%
Percent of Property Maintenance (Housing) inspections that are completed within 15 business days from date of request	Up is Better	New in 2020	New in 2020	96.7%	75%
Percent of Property Maintenance (Housing) Notices of Infraction (NOI) that are initiated within 2 business days following inspections where violations were observed.	Up is Better	New in 2020	New in 2020	97.2%	90%
5 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measures)					
Percent of non-FOIA Records requests completed within 5 business days from date of receipt	Up is Better	New in 2020	New in 2020	96.2%	85%
Percent of Customer Relationship Management (CRM) cases that are resolved within 3 business days from date of receipt by the agency	Up is Better	New in 2020	New in 2020	95.7%	95%

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (1 Activity)			
Licensing	Business, Occupational, and Professional Licensing, Corporations, and Compliance	Responsible for the review, issuance, and renewal of business, occupational and professional licenses within the District. Additional programmatic areas include the Corporations, Small Business Resource Center, Weights and Measurements Registrations, and Special Events and Vending business units. This includes Program Codes (7000, 2065, 2070, 2075, 2080, 2090, 2095, 7085)	Daily Service
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. (1 Activity)			
Permitting	Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building	Responsible for the review and issuance of Building Permits within the District, in addition to the operations of DCRA's Permit Center. This includes Program Codes (2000, 2020, 2025, 2030, 2035, 2050, 2500, 2520, 2060).	Daily Service
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (1 Activity)			
Enforcement	Office of Civil Infractions, Vacant Property, and Abatement	Coordinates issuance of civil infractions on behalf of DCRA, including collection of Liens and Fines that are imposed upon respondents, in addition to the inspections and compliance work conducted by the Vacant Property business unit. This includes Program Codes (3000, 3020, 3025, 3045, 3050)	Daily Service
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (1 Activity)			
Inspections	Illegal Construction, Property Maintenance and Permit-based Inspections	Ensures compliance with Building and Property Maintenance Codes within the District. This covers both Construction and Illegal Construction inspections, in addition to Property Maintenance (Housing), Proactive Housing and Third Party inspections. This includes Program Codes (4000, 3010, 3080, 3095)	Daily Service
5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)			
Administrative Services	Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications	Responsible for providing support to DCRA's operations, including Customer Service, Information Technology, HR, Legal, Communications, General Counsel and Contracting and Procurement. This includes Program Codes (1000, 1010, 1015, 1020, 1030, 1040, 1055, 1060, 1070, 1080, 1085, 1090)	Daily Service

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Business, Occupational, and Professional Licensing, Corporations, and Compliance (13 Measures)			
Number of business licenses renewed	22,218	20,591	19,380
Number of business licenses issued	34,145	31,438	30,128
Number of customers serviced by the Small Business Resource Center (SBRC)	2414	2442	3460
Number of elevator certificates issued	3337	4602	3138
Number of applications submitted for new business licenses	11,464	11,365	10,042
Number of special events issued	99	111	28
Number of corporate entities registered	17,619	18,688	14,658
Number of other corporate filings registered	67,029	68,582	69,883
Number of professional licenses issued	10,406	11,108	7252
Number of professional licenses renewed	34,778	28,234	16,165
Number of weighing and measuring devices approved	6980	6809	6310
Number of business compliance surveys conducted	1628	316	1184
Number of Consumer Protection investigations conducted	4324	4194	1407
2 - Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (6 Measures)			
Number of addresses issued	368	262	262
Number of plats processed with expedited service	2901	3004	2758
Number of Sub-Divisions processed	415	392	379
Number of plats prepared	6142	6049	5592
Number of permits issued	53,614	59,814	54,380
Number of Certificates of Occupancy issued	3483	3273	2509
3 - Office of Civil Infractions, Vacant Property, and Abatement (6 Measures)			
Number of buildings abated	1104	821	784
Number of vacant lots abated	95	96	32
Number of vacant buildings surveyed	7284	7569	6768
Vacant lots inspected	371	432	229
Number of infraction notices issued	1868	2799	3358

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of liens issued	75	1029	957
4 - Illegal Construction, Property Maintenance and Permit-based Inspections (7 Measures)			
Number of illegal constructions inspections conducted	2189	2850	4913
Number of permit construction inspections conducted	24,290	25,481	26,442
Number of Inspections Conducted	New in 2020	New in 2020	57,286
Number of housing inspections conducted	12,226	7561	5735
Number of proactive inspections conducted	3171	4618	7412
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters)	423	419	68
Number of quality control inspections performed on third party inspections	535	427	1078
5 - Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications (1 Measure)			
Number of records requests completed by the Records Team	New in 2020	New in 2020	3402

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Business, Occupational, and Professional Licensing, Corporations, and Compliance (1 Strategic Initiative)		
Online Corporate Filings	Under the provisions of Title 29 (Business Organizations Act) and Title 47 Chapter 28 (General License Law) of the DC Code, many corporate filings are currently required to be completed in paper format, either in-person or via mail. In FY21, DCRA will draft proposed legislation that will require all corporate filings to be conducted online and submit the proposed legislation to the Office of the Deputy Mayor for Operations and Infrastructure and Office of Policy and Legislative Affairs for review and approval.	09-30-2021
Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications (1 Strategic Initiative)		
Contractor Rating System Marketing	Following the launch of its DCRA Contractor Rating System, DCRA will implement a marketing and promotional plan to increase the awareness of and grow the number of customers using the product. Based on a licensed building professional's past performance, the goal of the Contractor Rating System is to proactively arm resident and business customers with objective information so that they can better identify and hire stronger performers and reduce the likelihood of having a bad experience with their building project. DCRA's rollout plan includes a press event, announcement email and outreach to residents, ANCs, Council offices, building professionals and other stakeholders, a series of social media graphics, and a paid advertising campaign. DCRA is also considering partnership with local companies to help raise awareness about the ratings system to their customers.	09-30-2021
Illegal Construction, Property Maintenance and Permit-based Inspections (2 Strategic initiatives)		
Expansion of Resident Inspectors	To assist the District's growing demand for inspections, DCRA will expand the total number of certified Resident Inspectors to 200, prioritizing hard to fill disciplines, by the end of the FY21. As a result, DCRA will be able to conduct an increased number of same-day illegal construction inspections and reduce wait time on inspection requests by customers.	09-30-2021
Improve Abatement of Housing Code Violations	DCRA will modernize its abatement-tracking database by capturing abatements at the violation-level and streamlining how abatements are documented between pre-inspection and post-inspection. Additional incentives may be provided to property owners who have been cited and fined once abatements have been confirmed. This effort aims to reduce the number of existing housing code violations in the District and outstanding fines that appear on DCRA's public-facing Agency Dashboard.	09-30-2021
Office of Civil Infractions, Vacant Property, and Abatement (1 Strategic Initiative)		
Consumer Protection Unit Operations Improvement	In FY21, DCRA will complete the overhaul of its Consumer Protection Unit by enhancing the case management system that will allow for smarter risk-based assignments and identification of trends in consumer complaints. DCRA will also continue to utilize technology as the agency implements an algorithm to proactively identify unlicensed rentals, move various initiatives from pilot phase to standard operating procedure, and increase its use of enforcement tools and consumer education resources. Collectively, these efforts will result in an improvement in operational efficiency and yield more positive outcomes for customers.	09-30-2021
Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (3 Strategic initiatives)		
Permit Wizard	Currently, the application process for a construction permit requires customers to identify the type of permit they are seeking, and then fill out a universal form. In FY20, DCRA began enhancing the customer experience in the residential permit application process by developing a dynamic, wizard-based online application that is intuitive, simple and easy to use. In FY21, DCRA will expand this effort to include commercial permit applications.	09-30-2021
QR Code Integration	As part of the agency's efforts to improve access to DCRA records, in FY21, DCRA will integrate Quick Response (QR) code technology in its public-facing product offerings—including permits and certificates. As a result, customers will be able to easily and quickly view DCRA records by scanning the QR code with a smart phone.	09-30-2021
Plan Review Modernization	DCRA will modernize and streamline the plan review process to allow for greater collaboration between DCRA and its customers through dynamic, real-time access to plans, documents, mark-ups, and the review of comments. As a result, the plan review process will have shorter review cycle timelines and pave the way for the faster issuance of building permits.	09-30-2021