

# Department of Consumer and Regulatory Affairs FY2022

Agency Department of Consumer and Regulatory Affairs

Agency Code CR0

Fiscal Year 2022

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 (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
<b>1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (1 Measure)</b>					
Percent of Consumer Protection cases closed within 30-days from date of complaint submission	Up is Better	New in 2020	85.3%	95.2%	85%
<b>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)</b>					
Percent of standard building plat requests completed within 3 business days	Up is Better	New in 2020	93.9%	96.2%	85%
Percentage of Solar Permits that are reviewed within 10 calendar days	Up is Better	New in 2020	77.8%	97.6%	90%
<b>3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (3 Measures)</b>					
Percent of exempted properties that are reinspected within 90 calendar days of receiving exempt status	Up is Better	84.7%	97.1%	97.6%	90%
Percent of Notices of Infraction related customer inquiries that are resolved in one interaction with DCRA staff	Up is Better	90.3%	94.1%	96.3%	80%
Percent of Vacant Building Unit initial inspections completed within 30 business days from date of complaint submission	Up is Better	94.3%	97.7%	99.5%	85%
<b>4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (2 Measures)</b>					
Percent of construction inspections completed on date identified when scheduled	Up is Better	89.1%	92.9%	93%	90%
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	97.2%	98.2%	90%
<b>5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Measure)</b>					
Percent of non-FOIA Records requests completed within 5 business days from date of receipt	Up is Better	New in 2020	96.2%	91.9%	85%

## Operations

Operations Title	Operations Description	Type of Operations
<b>1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (1 Activity)</b>		
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
<b>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)</b>		
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
<b>3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (1 Activity)</b>		
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
<b>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)</b>		
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
<b>5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)</b>		
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 (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>1 - Business, Occupational, and Professional Licensing, Corporations, and Compliance (6 Measures)</b>			
Number of Short-Term Rental licenses applications	New in 2022	New in 2022	New in 2022

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
Number of weighing and measuring devices approved	6809	6310	8229
Number of customers serviced by the Small Business Resource Center (SBRC)	2442	3460	4785
Number of elevator certificates issued	4602	3138	4018
Number of special events issued	111	28	14
Number of Consumer Protection investigations conducted	4194	1407	1259
<b>2 - Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (5 Measures)</b>			
Number of plats prepared	6049	5592	6061
Number of Sub-Divisions processed	392	379	378
Number of addresses issued	262	262	313
Number of plats processed with expedited service	3004	2758	2983
Number of Certificates of Occupancy issued	3273	2509	2767
<b>3 - Office of Civil Infractions, Vacant Property, and Abatement (6 Measures)</b>			
Number of vacant buildings surveyed	7569	6768	7028
Number of vacant lots abated	96	32	65
Number of liens issued	1029	957	580
Number of infraction notices issued	2799	3358	5128
Vacant lots inspected	432	229	419
Number of buildings abated	821	784	1200
<b>4 - Illegal Construction, Property Maintenance and Permit-based Inspections (7 Measures)</b>			
Number of proactive inspections conducted	4618	7412	8753
Number of housing inspections conducted	7561	5735	7607
Number of Inspections Conducted	New in 2020	57,286	68,232
Number of illegal constructions inspections conducted	2850	4913	5403
Number of permit construction inspections conducted	25,481	26,442	26,891
Number of quality control inspections performed on third party inspections	427	1078	1753
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters)	419	68	153
<b>5 - Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications (1 Measure)</b>			
Number of records requests completed by the Records Team	New in 2020	3402	1140

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Business, Occupational, and Professional Licensing, Corporations, and Compliance (3 Strategic initiatives)</b>		
Fast Track Licensing, Permitting, and Inspection Team	With significant business closures during COVID, many business owners are trying to restart their business while many are looking to go into business for the first time. To support these entrepreneurs to re-enter the economy as quickly as possible and to aid economic growth and recovery, DCRA will create a Fast Track Licensing, Licensing, and Inspection Team to accelerate approvals for business licensing and permits as well as complete speedy housing inspections for one and two-family rentals.	09-30-2022
Interactive Programming for Small Businesses	To help current and aspiring District entrepreneurs in the wake of the pandemic, DCRA will develop interactive programming on topics of interest to small businesses. Programming will include at least four live events covering topics not currently offered by DCRA's Small Business Resource Center (SBRC), such as how to expand small businesses, forming LLCs and sole proprietorships, and how to obtain business-related permits. The sessions will also be recorded and made available online. At least two of the events will be in-person events, hosted at venues in Wards 7 and 8 (notwithstanding pandemic related restrictions on in-person events).	09-30-2022
Fee Reduction for Small Businesses	According to a nationwide survey published in February 2021 by Unidos US and Color of Change, Latino and African American small business owners reported having difficulty accessing federal government assistance. In an effort to improve racial equity in small business support, DCRA will implement fee reductions aimed at helping District small businesses and develop a more flexible and cost-efficient business licensing model to accommodate seasonal and temporary businesses that currently have to pay for a full two-year license, despite only operating a few months each year.	09-30-2022
<b>Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications (1 Strategic Initiative)</b>		
Empower Staff Members through Technology Training and Regular Opportunities for Dialogue and Feedback	As more of DCRA's work moves to the digital realm, the agency will continue to foster a culture of tangible staff development through providing employees with additional support and training in technology readiness. In FY22, all DCRA employees will take three trainings in (1) digital communication, (2) data analysis, and (3) change management. Moreover, the agency will host quarterly town halls to increase employee engagement through open, two-way communication where employees will be able to comment and ask questions to the Director and his leadership team about recent and upcoming issues of concern.	09-30-2022
<b>Illegal Construction, Property Maintenance and Permit-based Inspections (1 Strategic Initiative)</b>		
Streamline Construction Inspections	In FY21, DCRA began work to operationalize an inspection scheduling system that automatically assigns inspections based on inspector availability and prioritizes complaints based on risk factors. This included IT development and related process updates for illegal construction, property maintenance, basic business license, and vacant property inspections. In FY22, DCRA will expand the inspection scheduling system to include construction inspections, which currently require manual scheduling by administrative staff members. Through this initiative, DCRA aims to improve scheduling efficiency and to apply risk and priority-based scheduling.	09-30-2022
<b>Office of Civil Infractions, Vacant Property, and Abatement (4 Strategic initiatives)</b>		
Implementation of the Department of Buildings Establishment Act of 2020	Pursuant to D.C. Act 23-616, DCRA, in collaboration with the Deputy Mayor for Operations and Infrastructure, will prepare and submit to the Council a transition plan to facilitate the establishment of the Department of Buildings. Milestones will include proposed organizational plan, strategic human capital plan, communication strategy, document control inventory, business process analysis and reengineering assessment, and information technology needs assessment.	09-30-2022
Initiate Modernization of Land Use and Vacant Property Information Management	In FY22, DCRA will initiate market research and procurement of an information management system to streamline its licensing, permitting, and inspection operations with an initial focus on modernizing DCRA's current vacant property information management. This is a multi-year project, and the implementation of the new system will occur in subsequent fiscal years. During FY22, DCRA will complete market research, platform selection, drafting of statement of work, and release of procurement.	09-30-2022

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Support Affordable Housing through Code Enforcement and Abatement Tracking	Mayor Bowser has committed to creating 36,000 new homes including 12,000 affordable housing units by year 2025. To support this goal, DCRA will focus its efforts on preserving existing housing stock through targeted enforcement approach against landlords with high volume of unaddressed housing code violations and supporting successful issuance of affordable housing related permit applications. This initiative's success will be measured by increase in housing abatements and quarterly publication of affordable housing-related permits issued by DCRA.	09-30-2022
Implement New Consumer Protection Case Management System	Towards the end of FY21, a vendor was selected to build a new case management system for DCRA's Consumer Protection Unit. In FY22, DCRA will complete the development work and launch the new case management system. New features will include proactive identification of consumer complaint trends to provide management with key areas for strategic outreach and consumer education, automated risk-based assignment of cases, and case load balancing based on complexity of cases. The new system will result in better allocation of resource, speed up investigatory timeline, and faster resolution for our customers.	09-30-2022
<b>Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (1 Strategic Initiative)</b>		
Advance Climate Change Mitigation and Adaptation through Development of Construction Code	Mayor Bowser's Clean Energy DC is the District's plan to cut greenhouse gas emissions to half by 2032 and to create a carbon neutral city by 2050. It is to also establish highly efficient and zero emission new buildings, intensify energy use reductions in existing buildings, and convert fossil fuels to clean and renewable energy. To support the Mayor's goals, DCRA in FY21 initiated the process of drafting the DC Energy Conservation Code and solicited the first round of public comments. In FY22, DCRA, through the Construction Codes Coordinating Board, will publish a proposed rulemaking and solicit another round of public comments. A final rulemaking is scheduled to be submitted to the Mayor by FY23.	09-30-2022

## American Rescue Plan Act KPIs

Measure	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
<b>1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (5 Measures)</b>									
Percent of Basic Business License, Corporation, and Occupational and Professional Licensing transactions that are conducted online	Up is Better	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	68.9%	84.8%	87.4%	80%
Percent of Business Licensees for which prescreening is required, that receive a regulatory investigation within 15 business days	Up is Better	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	New in 2020	85.4%	98.5%	85%
Percent of businesses applying online that receive their license within one (1) business day from the date of submission	Up is Better	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	81%	91.9%	91.4%	80%
Percent of compliant businesses that have renewals processed within one (1) business day from the date of application receipt	Up is Better	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	87.1%	97.9%	93.3%	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	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	91%	88.6%	91.9%	85%
<b>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 Measures)</b>									
Percent of Permit applications that are reviewed by PRC within 2-business days	Up is Better	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	90.9%	97.7%	97.2%	90%
Percent of Project Dox permit application re-reviews that are reviewed by DCRA within 15 business days of acceptance by agency	Up is Better	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	New in 2020	91.4%	96.4%	90%
Percent of Project Dox permit applications that are reviewed by DCRA within 25 business days of acceptance by the agency	Up is Better	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	94.3%	97.9%	98.6%	90%
<b>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 Measure)</b>									
Percent of Property Maintenance (Housing) inspections that are completed within 15 business days from date of request	Up is Better	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	New in 2020	96.7%	98.4%	80%
<b>5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Measure)</b>									
Percent of Customer Relationship Management (CRM) cases that are resolved within 3 business days from date of receipt by the agency	Up is Better	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	New in 2020	95.7%	97%	95%

## American Rescue Plan Act WMs

Measure	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>1 - Business, Occupational, and Professional Licensing, Corporations, and Compliance (8 Measures)</b>							
Number of business licenses renewed	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	20,591	19,380	13,781
Number of business licenses issued	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	31,438	30,128	26,173
Number of applications submitted for new business licenses	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	11,365	10,042	10,093
Number of corporate entities registered	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	18,688	14,658	22,179

Measure	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
Number of other corporate filings registered	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	68,582	69,883	72,601
Number of professional licenses issued	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	11,108	7252	7549
Number of professional licenses renewed	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	28,234	16,165	38,253
Number of business compliance surveys conducted	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	316	1184	1326
<b>2 - Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (1 Measure)</b>							
Number of permits issued	6.01	Economic Recovery for Residents and Businesses	Ease of Doing Business	Fast Track Licensing, Permitting, Inspection with Enhanced Systems	59,814	54,380	54,229