



Department of Consumer and Regulatory Affairs DCRA (CRO)

MISSION

The mission of the DC Public Schools is to educate all children in the District of Columbia, providing the knowledge and skills they need to achieve academic success and choose a rewarding professional path.

SUMMARY OF SERVICES

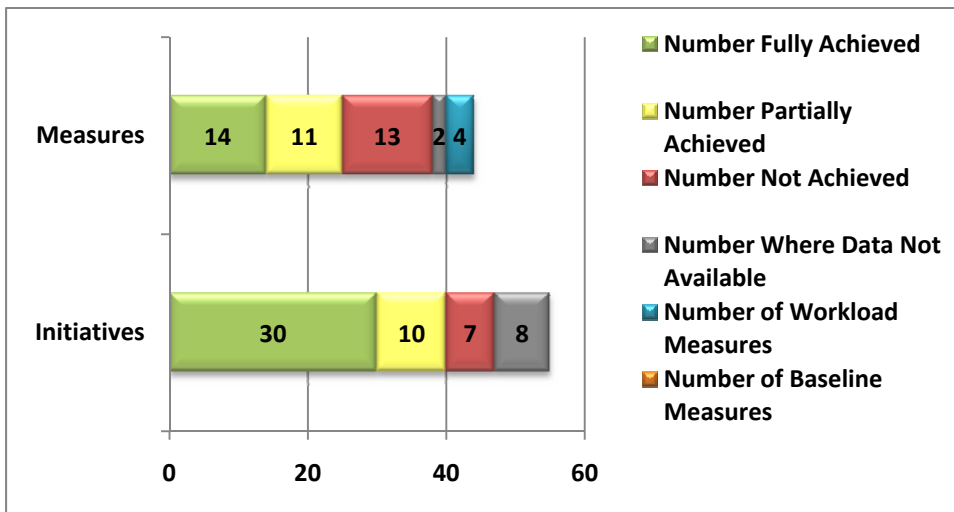
DCPS delivers all services required to provide students with a quality education. These include:

- Operating schools that provide a consistent foundation in academics, strong support for social/emotional needs, and challenging themes and programs
- Hiring, developing, and rewarding teachers, principals, aides, and other staff
- Developing and implementing academic tools that provide all students with meaningful options for life
- Collecting data and providing decision- and policy-makers with accurate information about how our students and the school district are performing
- Providing schools the administrative and operational support they need to foster student achievement
- Creating forums for interaction and continued dialogue between DCPS, families, and community members

ACCOMPLISHMENTS

- ✓ Launched an automatic Interactive Voice Response phone system for scheduling of commercial construction inspections.
- ✓ Successfully revamped and streamlined a vacant property classification system and registration program.
- ✓ Inspected over 525 buildings and over 1,700 Units as part of the Proactive Inspections Program. As part of the business license renewal cycle, we began to charge property owners for each unit that will be scheduled for inspection during the program.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

BUSINESS AND PROFESSIONAL LICENSING DIVISION

OBJECTIVE 1: Maintain efficient business and professional licensing operations.

- **INITIATIVE 1.1: Accept complex business license renewal applications online.**
Due to constraints in our IT Department, this initiative was not achieved in FY 2010. However, this will continue as an initiative into FY 2011, and with the launch of the Accela Licensing Module in Fall 2010.
- **INITIATIVE 1.2: Develop new licensing processes for Vending and Special Events.**
- **INITIATIVE 1.3: Cross train business licensing staff to process Vending and Special Events applications.**
- **INITIATIVE 1.4: Increase professional license testing availability.**
In March 2010, increased to eight licensing stations to accommodate additional spaces with the move from 941 N. Capitol Street NE to the new SW Waterfront facility.
- **INITIATIVE 1.5: Establish three new professional licensing boards.**
DCRA did not achieve this initiative in FY 2010. Initiative to be revised to one professional licensing board and changes to the general contractor's basic business license which will create a comprehensive licensing scheme for all contractors.

OBJECTIVE 2: Ensure compliance with licensing requirements.

- **INITIATIVE 2.1: Increase satisfactory mediated outcomes on behalf of consumers in the District.**
In the first quarter of FY'10 we closed 76 cases; of those, 42 had a favorable outcome. Therefore 56% of our cases were closed favorably in the first quarter. In direct comparison to the same period last year, or the first quarter of FY09 (where we closed 77 cases, with 26 favorable, resulting in 34% of cases closed favorably) we show a 22% increase.
- **INITIATIVE 2.2: Establish a comprehensive enforcement program to effectively deal with Consumer Protection Procedures Act (CPPA) violations and other DCRA mandated code violations.**
The Office of Consumer Protection was eliminated in FY 2010.
- **INITIATIVE 2.3: Engage in three comprehensive proactive consumer protection programs.**
The Office of Consumer Protection was eliminated in FY 2010.
- **INITIATIVE 2.4: Develop a centralized consumer complaint intake and case tracking database.**
The Office of Consumer Protection was eliminated in FY 2010.
- **INITIATIVE 2.5: Streamline regulatory investigations.**
RID reviewed its processes and removed the need for the supervisory investigator to review pre-license



applications prior to assignment to investigators. The change has reduced the investigation period, and BPLA will continue to examine methods to streamline the process. Changes will be reflected in the divisions standard operating procedures and the launch of the Accela licensing module in mid-September 2010.

OBJECTIVE 3: Manage corporate registration and maintenance services.

- **INITIATIVE 3.1: Create a “corporate regulatory roadmap” for customers.**

ENFORCEMENT AND LEGISLATIVE AFFAIRS DIVISION

OBJECTIVE 1: Maintain current legislation and regulations for efficient agency operations.

- **INITIATIVE 1.1: Enhance code enforcement legislation and regulations.**

Final Regulations:

Permit Division schedule of fees
Real Estate professional license regulations
Tour Guide license regulations

Proposed Regulations:

Flood Plains maps regulations
Business License Division schedule of fees
Vending license regulations
Vending license schedule of fees
Vending license schedule of fines

Pending legislation at the end of FY 2010:

Private fire hydrant emergency/temporary bill (renewed)
Vacant property legislation (Bowser bill; Evans bill)
Lead plumbing pipe legislation (referred to CCCB and rejected)
Prepaid calling card legislation
Pawnbroker bill
Corporations Code legislation
Board of Industrial Trades membership bill
Outdoor advertising signs bill
Electrician professional licensing bill
5 professional licensing board approval resolutions
Business License Division schedule of fees approval resolution

OBJECTIVE 2: Manage civil infraction enforcement actions.

- **INITIATIVE 2.1: Revise civil infractions processing.**

OCI's new process provides for a clearer distinction between staff work assignments; improved tracking by selecting more relevant data points to paint a clearer picture of the status of a NOI at OAH; consolidated hearing calendar (2 days week all day instead of 4 days a week at varying times). We also streamlined the case documentation standards making it easier for NOI issuers to prepare better cases. We also set an administrative limit on how much the agency will accept in settlement agreements thereby increasing collections and revenue to the city.



- **INITIATIVE 2.2: Improve Notice of Infraction Adjudication.**

Upon the creation of the current Office of Civil Infractions the department hired civil advocates to substitute for agency employees during hearings conducted by the Office of Administrative Hearings. In order to maximize outputs from the civil advocates' ranks, the Enforcement Division implemented several reforms to improve representation before OAH. Changes include: Removed independent case dismissal authority; raised the threshold for settlements; implemented single-case/single-advocate system where by once a case is assigned advocates maintain the case through conclusion; and increased performance standards. These changes should allow for more cases being decided with a finding of liability.

OBJECTIVE 3: Manage lien placement and collection for abatement and civil enforcement actions.

- **INITIATIVE 3.1: Develop an improved tracking system for liens.**

Currently all lien payment information is placed in Accela. OIS and OTR are working on an interface between OTR's FoxPro system and Accela to allow for data dumping and completion in Accela.

- **INITIATIVE 3.2: Coordinate with Office of Tax and Revenue (OTR) to improve lien collections.**

Since the first coordination meeting, DCRA and OTR have worked together to track and review revenue projections and collection methods and processes. DCRA receives a report from OTR quarterly on monies collected and transferred.

OBJECTIVE 4: Reduce unproductive properties through effective Vacant Property and Board of Condemnation programs.

- **INITIATIVE 4.1: Streamline vacant property classification process¹.**

The process has been streamline through an automated process of referral from the Inspections Division to the Vacant Property Unit through Accela. This includes inspections to identify blighted properties during the initial vacant property survey. Owners are given notice about the registration requirements, opportunities for exemption, and information on appealing the classification. The vacant property laws have changed several times during the last few years, but DCRA has stayed on top of notification to owners and writing notices of violation for properties out of compliance with property maintenance standards.

- **INITIATIVE 4.2: Coordinate Board of Condemnation and DCRA's code violation abatement program.**

Streamlined the process of identifying and processing properties between the Vacant Property Unit and the Board of Condemnation.

The streamlined process eliminated a key processing step which reduces the timeframe by 30 days. A property is now surveyed and inspected by a certified inspector, and if violations exist, a notice of violation (NOV) is prepared and sent to the property owner. Depending on the severity of the violations, the property is referred to the Board of Condemnation by the Inspections Division. By providing the NOV in advance the property owner now has been given proper notice of any code violations and the corrective action required. The NOV is used as supporting documentation during the BCIB discussions and decisions are made based upon the owner's ability to respond and take action based upon the

¹ Due to current legislation DCRA needed to incorporate the process for identifying and classifying "Blighted" properties under new criteria. Only vacant, blighted property would now be taxed at Class 3, although the registration and exemption requirements for vacant property owners are still in place.



notice.

OBJECTIVE 5: Protect District residents' and visitors' safety through abatement of housing code violations.

INITIATIVE 5.1: Revise abatement contracting and construction verification processes.

Developed a three new abatement contract models that support tier-level abatements from minor exterior violations, general contract repairs, and specialized and technical abatements and demolitions. Extension requested for October 1, 2010 for completion of this initiative. Requisitions have been submitted to the Office of Contracting and Procurement to support the three-tier level contracts for FY 2011.

INSPECTIONS DIVISION

OBJECTIVE 1: Manage an efficient combination inspections program.

● **INITIATIVE 1.1: Develop policies and procedures for combination inspections.**

This objective was approached on a multi faceted basis. It consists of the following: 1. recognition of the Pro-metric Company as an equivalent method of testing to the ICC test. 2. Integrating the combo inspectors in a true combination fashion. This include the newly certified individuals. 3. Putting the "Ride Along" program into effect to supplement the newly certified individuals prior to scheduling them on their "solo" combination inspection. 4. Continuation of the In-House training program targeted at the subject matter that the original NSS inspectors are studying for in preparation for their certification testing. 5. Continuation of the development of inspection check lists by individual code expertise's. 6. Launch of Global Positioning System (GPS) will better manage inspectors time and inspection workload.

● **INITIATIVE 1.2: Continue to refine policies and procedures for the proactive inspection program.**

DCRA continues to work with the housing provider community and legal counsel to refine the proactive inspection procedures and policies, to include streamlining and identifying the proactive invoices and fee structure.

The following was accomplished in FY 2010: Paperless Enforcement Process - This has resulted in substantial decrease in tasking for building packages, improvement in Accela utilization between divisions, improvement in supervisor oversight and accountability. Conversion in Certificates of Compliance - Transition from 4-year to 5-year for top tier properties (fully abated) and development of a 2-year "Substantially Compliant" Certificate (not fully abated). Improved public communications - One point of contact for questions from the public, decreased workload on executives and their staff and improved consistency of information released. Revised internal NOV processing procedures, e.g service upon the tenant only after the abatement inspection or unless requested by the tenant prior to the abatement determination inspection.- Decreased workload on administrative staff, increased supervisor oversight of critical functions including Accela entries and substantial improvement in re-inspection scheduling continuity. Ongoing communication efforts and outreach to continue in FY 2011 and beyond.

● **INITIATIVE 1.3: Increase enforcement against the District's worst housing providers.**

The Proactive Inspections Program has brought increased pressure to bear against substandard housing providers. DCRA will inspect all District rental property within the next 4 years; and properties will be placed on either a 2 year or 5 year inspection cycle. Additionally, requests for Building Wide Inspections allows us to put properties where tenants have complained about housing code violations on an expedited track for a Proactive Inspection. The District also implemented an updated Building Closure Protocol which is a multi-agency plan in the event that buildings are closed by the government, which



includes a plan for temporary housing for displaced tenants. We are using summary abatement authority to repair immediate life safety issues. And cases where the the violations/housing conditions are egregious or the landlord is a recidivist, the cases are being referred to the Office of Attorney General when necessary.

OBJECTIVE 2: Develop a premier specialty inspections program.

● **INITIATIVE 2.1: Develop and maintain a comprehensive inventory of boilers and other pressure vessels.**

The Scheduling Unit has developed a system to capture boiler information. During the development of this process, 2 older databases were discovered that had not been properly maintained. This information was merged into Accela and will be maintained going forward.

● **INITIATIVE 2.2: Develop and maintain a comprehensive inventory of elevators in all District buildings.**
DCRA will launch the Accela licensing module in mid-September 2010, to include the elevator database, current inspection certificates, ability to track inspection reports and data, and retrieve detailed information regarding licensing and inspection information in one system.

● **INITIATIVE 2.3: Increase 3rd party inspection education and enforcement.**

DCRA hosted three 3rd party industry stakeholder meetings in FY 2010 to ensure that the industry was in compliance with the new certification and auditing requirements effective July 1, 2010. No 3rd party inspection companies may enter the program without proper certification.

● **INITIATIVE 2.4: Increase illegal construction enforcement.**

With the new deputy chief on board, we are developing new strategies to increase illegal construction enforcement and to generate additional revenue. DCRA doubled the number of inspections done during the last year. We conducted an integrated "Patrol Plan" to sweep the city for illegal construction. The unsuccessful results of the inspection of Orphaned Permit Applications seriously effected the small, but fairly consist output of Stop Work Orders. We spot tested the 120 C of O's that were reported in one week. We are also doing to begin to inspect the regular C of O's ensure Use and Occupancy compliance and to ensure that any work that is being done during the fit out of a space is being done with the proper permits. We have updated training for our appeals officers to increase the amount of money that an appellant agrees to pay. Follow up inspections of payment Yes or No is also being actively verified. We have forwarded the statistics to OCI to research why ICA is forwarding fines and they are not being collected. There appears to be over \$100,000 in this category. In August 2010, met with OAH to discuss expediting illegal construction cases to increase revenue collection. OAH has received a list of pending illegal construction cases and are working to get these cases expedited by mid-September for collection by end of September or by the 1st week of October 2010 for FY 2010 revenues.

PERMITTING DIVISION

OBJECTIVE 1: Ensure building plans comply with construction codes.

● **INITIATIVE 1.1: Refine Green Building application data tracking².**

The design for the Green application was completed at the end of January. A new process for intake of Green Building Applications was created in Accela. We will capture the essential "project" information and be able to track all projects in the system (by job classification, whether it's public or private, job

² Permit Initiative 1.1 was changed slightly – changing 2 words in the description.



status (i.e. under review, inspections, c/o issued), LEED Certification (Certified on up to Platinum), Green Standard (LEED NC v2.2, LEED CI, Green Communities, etc), USGBC registration verification, Energy Star Rating, Public or Private project (if public Rec Center, Fire station, Police Station, Library School etc), whether financing > 15% on the private projects(Tiffs, bonds, DHCD on the multifamily) and whether applicant is seeking expedited review. If so we will indicate whether they had their required 2 PDRM's, posted bond etc. Finally we will indicate the main or featured green design elements of each project. We anticipate that DDOE and many others will be coming to us to obtain this vital info to ensure compliance with GBA.

- **INITIATIVE 1.2: Create a unified inter-agency plan review and approval process.**
DCRA continues to work with OCTO, DDOT, DOH, DDOE and WASA to outline a common technology platform for all sister agencies to intake and review building plan applications. DCRA hosted a Permitting Summit with OCA, OCTO and others to discuss the concept and identify next steps to achieve a common platform.
Currently, DCRA and other agencies are working with OCTO to integrate agency business processes into the Accela, as one uniformed platform. OCTO is the lead agency with this effort and will work with agencies to migrate all applications and services to one technology platform. DCRA's planned migration will begin in mid-October 2010 through January 2011. OCTO's migration plan will continue through FY 2011 to completion.
- **INITIATIVE 1.3: Implement a consolidated conceptual design application process.**
DCRA did not achieve this initiative in FY 2010. Need additional collaboration with sister agencies in order to create the full process implementation.

OBJECTIVE 2: Provide superior customer service in the Permit Center.

- **INITIATIVE 2.1: Improve the permit application process.**
Throughout FY 2010, DCRA made improvements to both the website and agency forms to provide customers with better access to information and easy processes. Training for staff will be provided in order to supplement the outreach efforts of the Communications Team.
- **INITIATIVE 2.2: Create a routine process for relocating permit records to an offsite location.**
Plans and applications are being routinely sent to the Federal Records Center. Since November 2009 we have had scheduled pick ups for over 800 tall plan boxes and application records. On 4/5/10, 130 additional boxes were shipped to the Center. An administrative Issuance on agency records management policy was issued to DCRA personnel and Office of Documents and Records on 9/7/2010.

DCRA continues to scan most of the documents that are created daily; and archiving and digitizing of documents that are currently being stored continues, to include Certificates of Occupancy and Plats, which reduces storage costs.
- **INITIATIVE 2.3: Expand the scope of work that may be processed through the Home Owners Center to accommodate Home Occupation Permits**
New E-HOP process will be implemented with the launch of the Accela licensing module by end of September 2010.

OBJECTIVE 3: Manage and maintain District land records.



- **INITIATIVE 3.1: Develop an online building plat application process.**
OIS is working with the Surveyor's Office to develop a online building plat request program. It will be similar to the Postcard permit that is currently available online at DCRA.
- **INITIATIVE 3.2: Post the surveyor's records online for public availability.**
Currently Surveyor's Office records are available online for research at the Surveyor's Office. DCRA is working with the Office of the Chief of Technology to make this available thru the Internet.

ZONING DIVISION

OBJECTIVE 1: Administer and enforce zoning regulations.

- **INITIATIVE 1.1 Work with Office of General Counsel to develop an Enforcement Process Matrix.**
- **INITIATIVE 1.2 Place zoning determination letters and/or interpretations on DCRA's public website.**

OBJECTIVE 1: Maintain a qualified, healthy, and highly motivated workforce.

- **INITIATIVE 1.1: Provide quarterly in-house training programs on managing in a union environment.³**
DCRA holds meetings monthly with managers by request for support on progressive discipline cases. Final FY 2010 meeting scheduled for 9/23/2010. CBAs are available are available electronically on located on agency shared drive.

OBJECTIVE 2: Increase public awareness of DCRA programs and services.

- **INITIATIVE 2.1: Market web-based permitting services through internal and external search engine optimization (SEO) strategies.**
In October 2009, DCRA began advertising permitting services through key word searches on Google and Facebook and over the first 3 months of FY10, site visits are up 10 percent over the same period in FY09. Because the SEO campaign is targeting active seekers of permit information, average page views are up 2 percent during the same periods. The bounce rate for has also decreased from 41.75 percent of visitors to 31.5 percent over the same periods.
- **INITIATIVE 2.2: Design & implement a marketing plan to support agency-wide proactive inspections and compliance program including doorknockers, web databases and online information.**
DCRA launched its outreach efforts for the Proactive Inspections program in April 2009 which included fliers, translated consent forms, window stickers for buildings that have come in full compliance, a comprehensive FAQ, and an online Google Map showing our progress as we work across the city. The interactive map was viewed over 10,000 times and the comprehensive web site has been viewed by an average of 1,100 visitors monthly. We have also posted all inspections scheduled the month prior for maximum transparency. DCRA went live with the Public Information Verification System (PIVS) beginning June 2010 - which includes the database of code violations - and did outreach throughout the summer. PIVS is one of the featured online services. We were not able to partner with craigslist, but did distribute information for at least 20 community meetings regarding

³ For Agency Management Initiative 1.1 Quarterly meetings allow a better use of time to set an agenda and follow up on the outcomes of those meetings.



PIVS and received considerable media attention about the new service.

● **INITIATIVE 2.3: Design & implement Basic Business Licensing communications plan to improve communication with customers by highlighting importance of licensing.**

DCRA visited more than 10 major business corridors and made direct contact with 140 businesses in the 1st Quarter of FY10 and maintained the level of activity throughout FY10. DCRA also launched a major initiative around Georgetown University where 125 of the 360 identified landlords received letters for allegedly operating illegal residential housing.

OBJECTIVE 3: Manage agency performance and integrity.

● **INITIATIVE 3.1: Conduct comprehensive year-end reconciliation of inquiries, requests for assistance, and public contacts with case statuses.**

The reconciliation for all agency Service Integrity cases has been completed. A report has been created and reviewed by the Chief of Staff. This report is confidential and cannot be released to other parties. We do not even share this information with the DC Council.

Here is the data that was extracted from the report:

Total number of OSI Cases: 110

Cases by Source / # closed

Extra-agency (Other governmental source, such as OIG, FBI, etc): 45 / 40

Internal (originated by agency personnel): 51 / 34

Public (initiated based on contact from the general public): 14 / 13

OIG Inquiries Data (OIG Inquiries are included among the "Extra-agency" source cases)- 23/19 (closed timely)

"Request for Assistance" Cases (both Extra-agency and Internally sourced, does not include OIG inquiries) 23/23

● **INITIATIVE 3.2: Conduct targeted reviews of processes within revenue-collecting programs.**

The targeted reviews were conducted by the Performance Management Office. The Illegal Construction Review was focused on revenue generation and data collection improvement. The Certificate of Occupancy Review resulted in the formation of a Process Improvement Team, which has focused on making small changes to improve the experience for the customer and improving efficiencies for staff. Ultimately, due to both transition of the staff person holding the Administrator position for BPLA, and a particular focus on the Housing Business License with a CPM team, there was not a particular program review done on BBL.

OBJECTIVE 4: Provide excellent customer service.

● **INITIATIVE 4.1: Expand Mystery Shopper Program.**

DCRA has continued to conduct internal testing of all phone lines to ensure high quality customer service. The new phone system has also allowed the Office of Communications and Outreach to view



customer wait times - in real time- and compile testing results for dissemination to management team. DCRA posts the results of the surveys on our intranet and sends an email to "All Personnel" distribution list; this occurs quarterly.

- **INITIATIVE 4.2: Monthly Status updates on all outstanding cases.**

The Office of Communications compiles weekly lists of all outstanding cases and have integrated all customer service issues with the executive-level Hot Issues group. The closure rate has significantly increased because of the additional tracking by staff.

On July 27, 2010 the Communications and Customer Services Administration (CSA) hosted a meeting with the Mayor's Office of Community Relations and Services (MOCRS). CSA created and presented a comprehensive power point presentation covering DCRA's mission, services such as inspections and regulatory investigations and DCRA's public website. These meetings are scheduled annually with the MOCRS. On a monthly basis Nick Majett has attended regular meetings with ANC Commissions, ANC Single Member Districts, Councilmembers and Community Advocates.

A draft SOP was developed, but was not finalized because of the September 2009 re-organizational changes and restructuring during which the Customer Service Advocates were reduced from seven employees to two: the two Customer Service Advocates merged with Communications and are functioning under one Division. Under this Division the Customer Service Advocates respond to general emails and phone communications and I.Q.'s. Deputy Director Nick Majett handles inquiries relating to or from the Council, Office of the Mayor (MOCRS) and ANC's.

Prior to the organizational restructuring internal AIS was developed to manage additional inquiries and request received from the MOCRS. On March 10 2010 the AIS was finalized.

- **INITIATIVE 4.3 One Call for Multi-Agency Scheduling.**

DCRA will continue to work with the Office of Unified Communications to complete this initiative in FY 2011.

- **INITIATIVE 4.4 Tracking of executive correspondence.**

DCRA became the first major agency to reach zero overdue IQs – agency, Mayoral and executive – in the District and has maintained that level of excellence. We have also begun posting all executive public meetings and events to the agency calendar.

- **INITIATIVE 4.5 Reduce FOIA requests by adding a search tool to DCRA website.**

The agency updated the information as required by the Office of the Attorney General in order to give customers access to many agency documents and public information online. In accordance with the laws, DCRA now also directs customers to the web when a request is received that is not a "FOIA" request, but rather public information that is already part of the public domain.

OBJECTIVE 5: Support agency by managing facilities, resources, and reducing risks to agency assets.

- **INITIATIVE 5.1: Work with OPM to coordinate completion of new Waterfront facility.**

All tasks finalized and completed: Furniture request, space allocation request, IT server room issues, fleet/parking issues, sign package, electrical outlet locations for large copiers, security for building, door access security, employee locations and corresponding phone numbers, Space for the



Abatement team, equipment, and trailers, space for Weights & Measures specialty mobile equipment, procurement for Q-matic, CCTV and A/V We have worked with DRES to finalize outstanding building issues as the DCRA move is now complete as of April 1, 2010 We are finalizing operational functions and needs throughout the new Waterfront Facility. We are tracking: security, directional/tenant signage, base building janitorial services, building repairs, furniture changes and equipment placement. DRES plans to turn over the building to DCRA early the Week of April 5th.

- **INITIATIVE 5.2: Develop a Business/Interruption/Continuity Plan (COOP).**
Will review and revise the agency's COOP plan in FY 2011.

OBJECTIVE 6: Expand and maintain technology infrastructure.

- **INITIATIVE 6.1: Extend Interactive Voice Routing (IVR) system for Building Plan Review.**
Launched the Interactive Voice Recognition for construction permits, to include building plan review in July 2010.
- **INITIATIVE 6.2 Extend Integration of the Consolidated Property Management System (CPMS) with Citywide Call Center CIRM System.**
DCRA has provided all the required information needed for CIRM and scheduled services. Waiting for the Office of Unified Communications (OUC) on next steps. DCRA has completed the requirements and is working with OUC to finalize the migration. The integration is expected to be complete by November 2010.
- **INITIATIVE 6.3: Reduce paper storage and handling by implementing On-Line Plan submission and review system.**
DCRA will launch ProjectDox (electronic online building plan submission) by the end of September 2010. ProjectDox is expected to reduce paper submissions in FY 2011.

OBJECTIVE 7: Manage the Construction Codes Coordinating Board (CCCB).⁴

- **INITIATIVE 7.1: Bring the DCMR 12 into line with the International Property Maintenance Code.**
The agency launched the Construction Code Coordinating Board in July 2009. The Board has met at least monthly (with additional sub-group meetings as well) to review the current construction codes, make edits, and develop the proposal that will be sent to the Office of the Attorney General for legal sufficiency and then to the City Council for a vote. This should be completed in January 2011, with the initiative continuing for at least one additional fiscal year.
- **INITIATIVE 7.2: Increase green building provisions in the District's building codes**
Working with the Construction Code Coordinating Board (CCCB) identified green amendments in the 2010 building codes. Green Technical Advisory Group submitted and presented a "proposed" green code to the CCCB for review and approval on 9/24/2010. CCCB will vet and vote on proposed green code by mid-October. Action completed.

⁴ Inspections Initiative 3.1 and 3.2 were changed to Objective 7.1 and 7.2 under Operations and Agency Management to reflect the change that now has the Building Code Analyst, the DCRA FTE, reporting to the Director of the agency and not the Chief Building Official.



Key Performance Indicators – Details

Performance Assessment Key:

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

	Measure Name	FY2009 YE Actual	FY2010YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
BUSINESS AND PROFESSIONAL LICENSING DIVISION						
●	1.1 % of simple licenses processed online	0	70	8.62%	12.31%	LICENSE & REGISTRATION RENEWAL
●	1.2 Avg. # of lapsed licenses in the BBL system.	0	300	7105	4.22%	LICENSE & REGISTRATION RENEWAL
●	1.3 % of customers satisfied with BPLD's customer service	87	90	84.91%	94.34%	LICENSE & REGISTRATION RENEWAL
●	1.4 % of new professional license applications processed on-line	23	70	42.34%	60.49%	LICENSE & REGISTRATION RENEWAL
●	1.5 % of renewal professional license applications received on-line	87	90	81.24%	90.27%	LICENSE & REGISTRATION RENEWAL
●	1.6 # of business licenses issued	9439	0	4068	0%	LICENSE & REGISTRATION RENEWAL
●	2.1 % of corporate filings submitted online	0	60	0	0%	CORPORATION REGISTRATION CERTIFICATION
●	2.2 % of customers using expedited corporate services	0	20	0	0%	CORPORATION DIVISION
ENFORCEMENT AND LEGISLATIVE AFFAIRS DIVISION						
●	2.1 % of cases resulting in an OAH finding of liability	81	87	30.54%	35.10%	
●	2.2 # of civil infractions received by the Office of Civil Infractions	514	0	955	0%	
●	3.1 Dollar amount of Special Assessments collected.	797065	1200000	\$888,697	68.36%	
●	4.1 Total # of Vacant Properties	2100	3450	10418	33.12%	VACANT PROPERTY
●	4.2 # of registered vacant properties	300	1500	1380	92%	VACANT PROPERTY



4.3	Total # of Blighted Properties	0	250	438	57.08%	VACANT PROPERTY
4.4	# of new BCIB properties	4	20	49	40.82%	VACANT PROPERTY
5.1	% of DCRA abatements completed within 30 days.	0	60	76.83%	128.05%	REHABILITATION
6.1	% of consumer complaints satisfactorily resolved within 90 days	82	85	36.84%	43.34%	
6.2	# of successfully mediated consumer complaints	250	300			
6.3	% of pre-license investigations completed within 5 days	0	80	94.32%	117.90%	
6.4	# of regulatory compliance surveys	200	400	456	114%	
6.5	# of weighing and measuring device inspections	6193	8154	7035	86.28%	
INSPECTIONS DIVISION						
1.1	% of inspectors with required professional certifications	75	90	64.71%	71.90%	INSPECTIONS AND COMPLIANCE
1.2	# of buildings where proactive inspections were completed	264	950	836	88%	INSPECTIONS AND COMPLIANCE
1.3	% or permit-related inspections completed within 48 hours of request	94	82	85.36%	104.09%	INSPECTIONS AND COMPLIANCE
1.4	% complaint-related inspections	54	55	47.23%	116.46%	INSPECTIONS AND COMPLIANCE
1.5	% of emergency housing inspections conducted within 24 hours of complaint	87	90	67.35%	74.83%	INSPECTIONS AND COMPLIANCE
1.6	# of inspections completed	10064	0	48284	0%	INSPECTIONS AND COMPLIANCE
2.1	# of permits issued as a result of a Stop Work Order	0	300	313	104.33%	INSPECTIONS AND COMPLIANCE
PERMITTING DIVISION						
1.1	# of green building applications received	23	48	49	102.08%	PERMITS
1.2	% of complex building plan reviews completed on time	69	92	88.64%	96.35%	PERMITS



1.3	# of permits issued	36947	0	30791	0%	PERMITS
2.1	% of customers satisfied with the Permitting and Zoning Division's customer service	95	80	96.91%	121.13%	PERMITS
	Total number of customer service surveys completed	-	-	-	-	
2.2	Average length of customer wait in Permit Center (minutes)	0	30	17.22	174.26%	PERMITS
3.1	% of building plats utilizing expedited review service	0	10	13.85%	138.51%	SURVEYOR
ZONING DIVISION						
1.1	% of certificate of occupancy applications reviewed within 30 days	98	95	87.56%	92.17%	ZONING ADMINISTRATOR
1.2	# of zoning compliance letters issued	220	370	363	98.11%	ZONING ADMINISTRATOR
AGENCY MANAGEMENT DIVISION						
1.1	% of grievances resolved with 60 days	51.4	80	87.56%	109.45%	
1.2	% of DCRA departments actively soliciting HR assistance	0	70	75%	107.14%	
2.1	# of consumer protection web hits	10004	10000	30710	307.10%	
3.1	% of OIG inquiries completed timely	100	100	95.15%	95.15%	DEPARTMENT OF CONSUMER & REGULATORY AFFA
4.1	% of IQs completed timely	70	100	100%	100%	
4.2	% of FOIA requests completed timely	0	85	79.31%	93.31%	
6.1	% of calls received by IVR	0	35	0	0%	