Department of Consumer and Regulatory Affairs
DCRA *(CR0)*

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.

SUMMARY OF SERVICES
DCRA is responsible for regulating construction and business activity in the District of Columbia. The agency operates a consolidated permit intake center and reviews all construction documents to ensure compliance with building codes and zoning regulations. To protect consumers DCRA issues business licenses, professional licenses, and special events permits, registers corporations, and inspects weighing and measuring devices used for monetary profit. Construction activity, building systems, and rental housing establishments are inspected, and building code violations are abated if necessary.
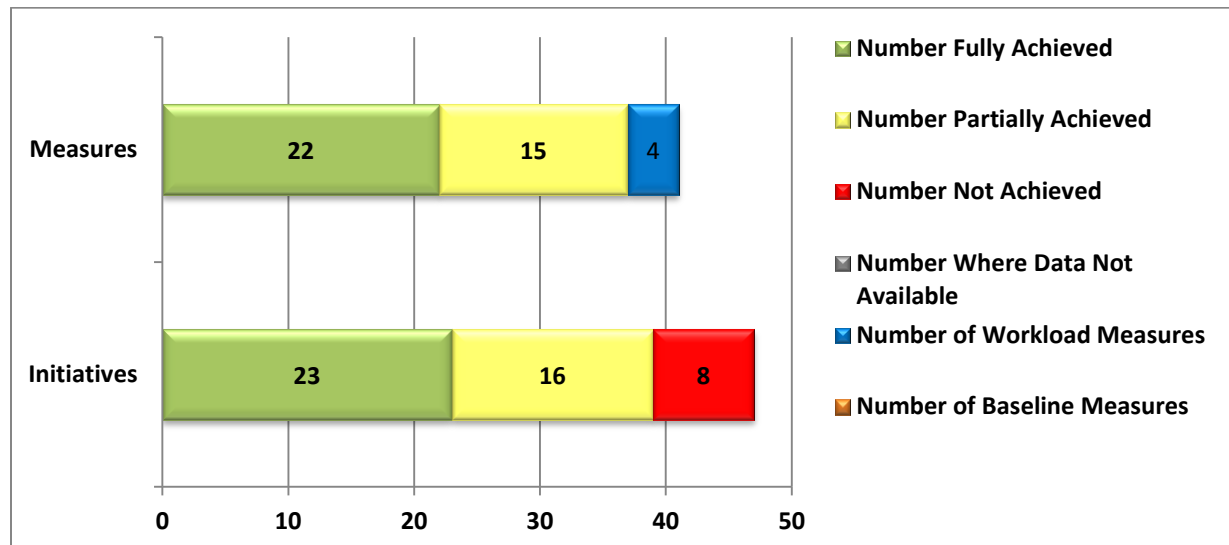
ACCOMPLISHMENTS

- ✓ Citywide Business Compliance Initiative (CBCI)

- ✓ Green Symposium and Expo Partnered with the Mayor

- ✓ OCA and DMPED to support and facilitate the permitting process for Costco, Wal-Mart and City Center projects
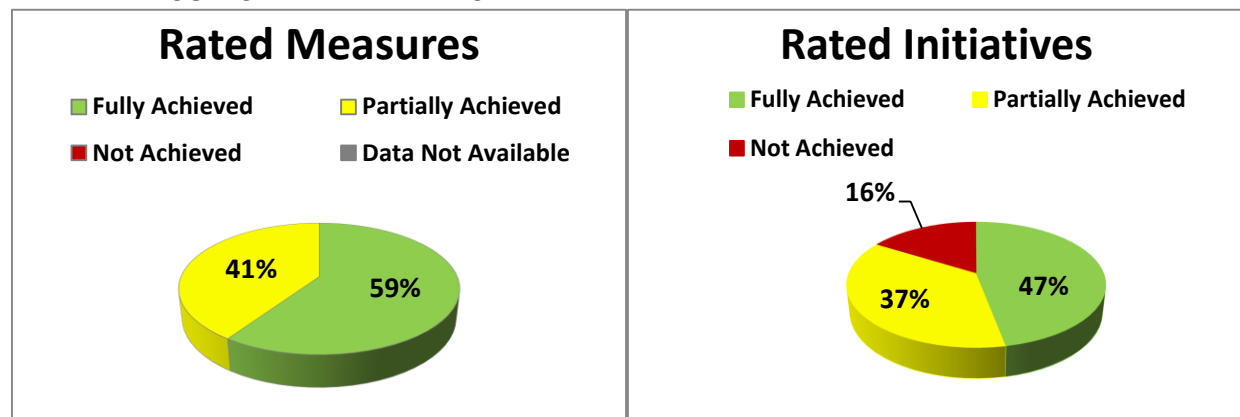
OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES

Legend:
- ■ Number Fully Achieved
- □ Number Partially Achieved
- ■ Number Not Achieved
- ■ Number Where Data Not Available
- ■ Number of Workload Measures
- ■ Number of Baseline Measures

Measures: 22, 15, 4
Initiatives: 23, 16, 8

RATED MEASURES AND INITIATIVES

Rated Measures

- ■ Fully Achieved
- □ Partially Achieved
- ■ Not Achieved
- ■ Data Not Available

41% 59%

Rated Initiatives

- ■ Fully Achieved
- □ Partially Achieved
- ■ Not Achieved

16% 37% 47%

Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
>= 100%	Fully Achieved
75 - 99.99%	Partially Achieved
< 75%	Not Achieved

Performance Initiatives – Assessment Details

Performance Assessment Key:

⬤ Fully achieved   ⬤ Partially achieved   ⬤ Not achieved   ⬤ Data not reported

Agency Management

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

    INITIATIVE 1.1: Provide in-house training programs to managers on referring employees to COPE and having difficult conversations with employees.

⬤ **Partially Achieved**. DCRA has completed an initial training program to all managers, however further training sessions regarding difficult conversations with employees must be conducted. DCRA will fully realize this initiative in FY13.

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

    INITIATIVE 2.1: Expand branding of consolidated citywide permit center with sister agencies.

⬤ **Fully Achieved**. DCRA held 14 community-based, co-sponsored "How To" events focusing on home improvements projects and Green projects. A handout outlining a list of home improvement projects that require a permit is distributed at these events. The handout, titled "Get Building Permits for Your Home Improvement Project From Home" provides information regarding the permitting process, types of permits approved online, scope of work, and is available in both English and Spanish.

    INITIATIVE 2.2: Translate 100 percent of DCRA's vital documents and all targeted communications into Spanish and other languages as needed.

⬤ **Partially Achieved.** DCRA understands the importance of translating vital documents and all targeted communications into Spanish and other languages as needed. As part of the updated Language Access Plan, DCRA has produced 65% of documents and communications in a continual effort to reach the anticipated goal of 100%.

    INITIATIVE 2.3: Promote DCMR 12 edits upon Council approval.

⬤ **Partially Achieved.** DCRA's Permit Operations Division (POD) has been issuing fact sheets about current Construction Codes requirements (e.g., green building requirement, accessibility requirements, etc.). Although the new Construction Codes will not be adopted until final approval from Council, DCRA will be able to develop and distribute fact sheets describing the new standards to both the public and building industry.

OBJECTIVE 3: Manage agency performance and integrity.

    INITIATIVE 3.1: Create Standard Operating Procedures for each division.

⬤ **Partially Achieved.** DCRA has completed a standard format (template) including Administrative Issuance and Process Flow. Agency wide drafts of all standard operating procedures have been completed and training of new and revised procedures is slated to be completed in FY13.

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OBJECTIVE 4: Provide excellent customer service.

INITIATIVE 4.1: Develop Freedom of Information Act (FOIA) process in DCRA's enterprise system, Accela.

● **Fully Achieved.** DCRA has successfully transferred all processing and data/documentation retention into Accela. The new process has been established, completed, and is operational. To date the process has optimized FOIA accessibility and search-ability for employees and improved performance data reporting.

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

INITIATIVE 5.1: Conduct an analysis of the condition of all fleet vehicles.

● **Fully Achieved.** DCRA has successfully analyzed the condition of all fleet vehicles determining their age, mileage and condition. In conjunction with DPW, a report has been processed regarding the maintenance records and life expectancy of the vehicles. The recommendation to add additional vehicles to the fleet was submitted and accepted, allowing for six (6) additional vehicles.

INITIATIVE 5.2: Create a records accession policy and plan for the agency.

● **Partially Achieved.** DCRA's Records Room has successfully accessioned FY2005, 2008, 2009 and 2010 documents (issued building permit applications and architectural drawings). FY2006 and 2007 documents have been properly identified and the next steps will be to complete a box list for the documents and begin the process to accession them to the Federal Records Center.

OBJECTIVE 6: Expand and maintain technology infrastructure.

INITIATIVE 6.1: Implement new system to accept online plan submission and reviews.

● **Fully Achieved**. DCRA's OIS successfully implemented and launched a new system to accept online plan submission and reviews in two phases. Phase I included roughly 60% of permits and Phase II integrated the remaining permits. A small number (1-2%) of permits are not eligible for integration into the Comprehensive Property Management System (CPMS) requiring a face-to-face interaction for permit issuance.

INITIATIVE 6.2: Implement new system to fully process business license issuance online.

● **Fully Achieved.** DCRA's OIS has successfully launched a new system allowing the complete processing of a select group of license categories (those which don't require an investigation or inspection) to be processed, approved, paid for, and issued online. Initially delayed due to the necessary Accela upgrade, OIS has integrated the system with CPMS with the capability to include new business license categories and online application submissions for the non-simple renewal license types.

INITIATIVE 6.3: Implement Upgraded Corporations system.

● **Fully Achieved.** DCRA's OIS completed two separate upgrades to the Corporations system. The new functionality allows applicants to submit registration information and all required paperwork via the internet on all major web browsers. In addition, the upgrades reflect the successfully implemented new corporate law approved by DC Council.

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INITIATIVE 6.4: Develop online systems to facilitate communication with Third Party Review companies.

● **Fully Achieved.** Currently active for one (1) year, OIS successfully implemented the web based application allowing approved Third Party Review companies to submit plan review to construction permit application and approvals online. Integrated with CPMS, the online system ensures only valid companies, permits, and work is performed. Approval is granted through DCRA in a timely manner upon receipt of documents and reports.

INITIATIVE 6.5: Implement integration of CPMS with Citywide Call Center CIRM System.

● **Not Achieved.** Due to the official launch of Accela 7.0.5 in October 2012, integration of CPMS with Citywide Call Center CIRM System was not accomplished in FY12. However, with the successful launch of the updated Accela, OIS is back on target and set to complete this initiative in the first quarter of FY13.

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

INITIATIVE 7.1: Publish and finalize the 2009 DC Construction Code Supplement

● **Not achieved.** DCRA was unable to achieve this initiative due to the direction of Mayor Gray to forgo the publication of the 2009 D.C. Construction Code and instead expedite the submissions of the proposed 2012 D.C. Construction Code to the D.C. Council for approval by March 2013. The CCCB shifted focus and is managing the Technical Advisory Groups (TAGs) in their review of the International Code Council's (ICC) 2012 Construction Codes and the submission of provisions for the publication of proposed revisions for adoption of the 2012 D.C. Construction Codes in conjunction with this new timetable. The initial proposed rulemaking is scheduled to be published in November 2012. After review of public comments, the second proposed rulemaking is scheduled to be published in March of 2013, with concurrent transmittal to the Mayor, for submission to the Council of the District of Columbia for approval.

Business and Professional Licensing Administration

OBJECTIVE 1: Maintain efficient licensing operations

INITIATIVE 1.1: Launch an online system for new BBL applications.

● **Fully Achieved**. DCRA's Business Licensing Division (BLD) launched the new business online license application in January 2012. Initially, thirteen categories were implemented into the online system for Basic Business License (BBL) processing. The new online system provides businesses the opportunity to apply for BBLs online and has reduced the need for customers to utilize the walk-in service.

INITIATIVE 1.2: Enhance the basic business license renewal process.

● **Fully Achieved.** DCRA's BLD successfully completed an initial launch of an online application submission process in January 2012. Also, BLD has extended business renewal services to renewal applicants online.

INITIATIVE 1.3: Reduce the number of basic business licensing categories.

● **Partially Achieved**. DCRA's Business Licensing Division (BLD) has begun to implement changes to the number of Basic Business License (BBL) categories. BLD has conducted meetings to begin the process of elimination and identified potential changes required through legislative and administrative review. Currently BLD is drafting changes for the necessary reviews of identified categories slated for reduction..

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INITIATIVE 1.4: Expand the availability of online application services for occupational and professional licensing.

● **Fully Achieved.** DCRA's Occupational and Professional Licensing Division (OPLD) successfully expanded the online application services to five (5) additional programs. These programs will provide customers a more efficient and streamline license process. Additionally, OPLD has expanded new applications online from five (5) to seven (7) for FY12.

INITIATIVE 1.5: Launch the new vending program.

● **Not Achieved.** DCRA's Business and Professional Licensing Administration (BPLA) is prepared to launch the new vending program, but is still awaiting legislative approval. DDOT and DCRA have been charged by the City Administrator to cure any and all issues as it relates to the new regulations. This initiative will continue into the next fiscal year; however BPLA cannot move forward until passage of the regulations by the City Council.

Initiative 1.6: Expand "Train-the-Trainer" sessions for facilitators and develop workshop sessions for customers.

● **Fully Achieved.** DCRA's Small Business Resource Center (SBRC) has held at least one workshop each quarter to expound on business and regulatory processes within the District of Columbia. The SBRC has successfully celebrated the one year anniversary with keynote speaker Mayor Vincent Gray. In attendance was Deputy Mayor of Planning and Economic Development, Victor Hoskins, Councilmember Yvette Alexander, and the Mayor's Cabinet members.

OBJECTIVE 2: Manage corporate registration and maintenance services.

INITIATIVE 2.1: Implement the new Business Organization Code.

● **Fully Achieved**. DCRA's Corporations Division has successfully implemented the new corporate law – Title 29 of the DC Code – and completed regulations for the new corporate law. Corporations initiated and participated in many successful events as a part of outreach to the public regarding the new law. In preparation of enactment of the new law, Corporations has successfully modified back office and web systems, reviewed, added and modified the Technical Amendment Bill to enhance the new legislation. Additionally, Corporations implemented over 35 online services and processed 35,000 online transactions this FY collecting over $6.6 million online.

OBJECTIVE 3: Ensure compliance with licensing requirements.

INITIATIVE 3.1: Conduct investigations to ensure compliance with the renewal of General Business Licenses (GBL).

● **Partially Achieved.** As a part of DCRA's CBCI, the Regulatory Investigations Division conducted proactive investigations in Ward 4 and Ward 8 to ensure business licensing compliance. As a result of this initiative, over 200 businesses were investigated. A total of 44 Notices of Infractions (NOI) were issued to businesses that failed to come into compliance within the allotted abatement period. The BLD recently integrated their licensing data into the new Accela data base. Ideally the new Accela data base will produce viable licensing data for recently expired businesses that will be subject to investigations.

INITIATIVE 3.2: Establish an octane quality testing program.

● **Partially Achieved.** DCRA's Weights and Measures Division has designed an octane quality testing program that was accepted in FY12. Discussions regarding logistics of the program criteria are underway and a full implementation of the program will be completed in FY13. The program is projected to bring in over $20,000 in revenue the first year and will align the District of Columbia with all local jurisdictions. The Office of Weights and Measure has a 90% success rate due to the proactive renewal registration mail out and has successfully inspected all Pharmacy balances meeting the mandate for a semi-annual inspection.

Enforcement Division

OBJECTIVE 1: Provide efficient and effective regulatory and compliance processes.

INITIATIVE 1.1: Continue implementation of the revised vacant property registration and appeal process.

● **Fully Achieved.** DCRA's Vacant Building Enforcement (VBE) has successfully instituted a pilot program incorporating Ward ANC Commissioners to assist with identifying more vacant buildings. Due to the realization of the pilot program, the initiative is now being implemented citywide. Also, with regard to Accela, VBE has updated the Revised Vacant Property (RVP) workflow, updated templates, and improved reporting.

INITIATIVE 1.2: Enhance lien placement and collection processes.

● **Partially Achieved.** DCRA's Enforcement Division has successfully sent letters improving the rate in which the Department placed liens on properties and billed owners. However, the Enforcement Division was not able to utilize Accela to consistently run 30-60-90-120 day delinquency reports. This issue is being reviewed by the division and will continue into the next fiscal year.

INITIATIVE 1.3: Re-engineer the Civil Infractions Management through a unified NOV/NOI.

● **Partially Achieved**. DCRA's Enforcement Division determined that it was not feasible, during the fiscal year, to expand the new unified NOV/NOI to other notice categories. Focus has instead been shifted to exploring the combining of certain Enforcement and Vacant Building processes, in order to eliminate duplicate operations and to improve efficiency in the division.

INITIATIVE 1.4: Enhance agency transparency with expanded use of social media.

● **Fully Achieved**. DCRA has expanded the use of social media such as Twitter and Facebook to increase customer knowledge of DCRA regulatory authority, rulemaking, relevant pending legislation, and outreach events and initiatives. In conjunction with the GradeDC initiative, DCRA intends to continue these advancements of social media.

OBJECTIVE 2: Protect the health and safety of people who visit, live and work in the District of Columbia.

INITIATIVE 2.1: Streamline the Board of Condemnation processes.

● **Partially Achieved**. Currently, BCIB is working well with DCRA's Abatement Program and cases are steadily moving through the process. However, due to personnel changes with Board staff, we were delayed in revamping the BCIB web page. Work to complete this initiative will continue into FY13.

INITIATIVE 2.2: Enhance the system to administer and manage blighted properties.

● **Fully Achieved.** DCRA's Enforcement Division has successfully enhanced the blighted property

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identification process to fully incorporate it into the vacant property registration and appeal system. Slightly changing the blight system in Accela has allowed the process to run parallel to the vacant process. Specifically, the blight system is now incorporated into the RVP cap with its own process flow.

INITIATIVE 2.3: Utilize alternative abatement processes.

Partially Achieved. While progress has been made towards the establishment of a general contractor to handle routine maintenance abatements, a final determination has not been made on the elimination to the smaller contractors. DCRA's Enforcement Division will continue to analyze this process and continue the exploration of an alternate abatement process into FY13.

Inspection Division

OBJECTIVE 1: Manage an efficient combination inspection program.

INITIATIVE 1.1: Create and implement inspection checklists for each type of inspection.

Partially Achieved. DCRA's Inspection Division successfully developed a checklist for the different phases of each trade for use during inspections early in the fiscal year. However, these checklists were eventually deemed unnecessary and the training on their use was not pursed.

INITIATIVE 1.2: Increase illegal construction enforcement.

Fully Achieved. DCRA's Illegal Construction Unit (ICU) was transitioned into two construction inspection managers. The benefits provide each construction inspection manager the flexibility to assign their ICU inspector to a particular area. ICU inspectors can now perform area surveys for illegal construction in addition to answering complaints. Also, the cross training that has occurred has allowed non-ICU inspectors to recognize and cite illegal construction while on normal inspections, which frees up the ICU inspectors.

INITIATIVE 1.3: Increase inspector knowledge of sustainable construction and energy efficient building materials and methods.

Fully Achieved. In accordance with the District's Green Building Act of 2006, DCRA's Inspections Division has been able to host several Green/Sustainable Construction training sessions throughout the year. Notable sessions include: "The Practice of Sustainable Design for Homes" by CertainTeed, "LEED Webinar", "2012 International Energy Conservation Code – Fundamentals", "Developing Green Building Ordinances and Programs", "Prospect Solar – Solar Panel Installation", and numerous ASHRAE Green & Sustainable building design courses.

OBJECTIVE 2: Manage an efficient housing inspection program.

INITIATIVE 2.1: Increase the role of the Proactive Inspection Unit.

Fully Achieved. DCRA's Proactive Inspection Unit has fully taken over the responsibility of Building Wide Inspections. Over the last fiscal year, no requests have been made from the rent administrator's office or for capitol improvements inspections. A notable accomplishment by the Proactive Unit Inspections team was the inspections of Marbury Plaza as a tenant requested building wide project.

INITIATIVE 2.2: Increase Housing Inspection Capacity.

Fully Achieved. Utilizing processes developed in the Proactive Inspection Unit, DCRA's ICA has shifted all data entry for the creation of Notices of Violation to Administrative staff. Under the new process, inspectors have been able to reduce the wait time for an inspection to no more than two days.

OBJECTIVE 3: Develop a premier specialty inspections program.

INITIATIVE 3.1: Create, revise and implement procedures for all steps of Third Party inspections process.

●　**Fully Achieved.** The Third Party Inspections Agency Advisory Board (TPIAAB) was successfully created and has met several times over the course of the year. Meetings were productive and assisted in producing the Third Party Inspection Disciplinary Criteria and new Third Party Inspections Manual (TPIM). Several new forms have been created that assist in the auditing of the third party inspections. Field audits of Third Party Inspection jobs, as well as clearer direction from the new TPIM, backed up with a reasonable disciplinary program have led to a more reliable Third Party Inspection Program.

INITIATIVE 3.2: Develop a Special Inspections Program.

●　**Fully Achieved.** DCRA partnered with area engineers and inspection agencies to develop a comprehensive manual laying out the procedure to be used when special inspections are required for a construction project. The developers and construction firms constructing new buildings now have a clear process of what needs to be done for projects requiring special inspections.

INITIATIVE 3.3: Increase the inspection capacity of the Boiler and Elevator Inspectors.

●　**Partially Achieved**. DCRA's Inspections Division has hired one new elevator inspector and one new boiler inspector to help ease the inspection/administrative pressure. The division continues to explore the opportunity of hiring a dedicated administrative person to assist with the necessary paperwork and data entry. Special Inspection projects are being planned for both elevator and boiler sections that will include verification of licenses and added safety checks.

Office of Zoning Administrator

OBJECTIVE 1: Enhance applicant and general citizen satisfaction through timely, efficient and accurate application zoning conformance review processes.

INITIATIVE 1.1: Revise Home Occupation Permit process as the new EHOP starts.

●　**Partially Achieved.** DCRA's Office of Zoning Administrator (OZA) has revised and greatly improved the HOP form from previous versions utilized over the past 5+ years. Monitoring of the process is ongoing and the subject of a FY13 OZA Key Performance Measure (KPI). Reallocation of staff across divisions mandates the timeframe for HOP reviews to remain at the ten (10) day standard.

INITIATIVE 1.2: Improve OZA's Public Information Materials.

●　**Not Achieved.** DCRA's OZA has been able to identify materials to be placed on the webpage; however limitations and availability of staff to work on the website updates have hindered this goal. OZA will continue on-going evaluations to determine appropriate materials and is capable to handle this on an annual basis during regular scheduled work hours.

OBJECTIVE 2: Pursue enforcement of verified zoning violations through timely and forceful action to achieve compliance.

INITIATIVE 2.1: Online payment of Zoning Compliance Letters.

●　**Not Achieved.** DCRA's OZA will need to request from OIS the present status of its ability to develop the organizational capacity and programming necessary to allow on-line payment by PayPal or other on-line payment services to collect revenue generated by the Zoning Compliance Letter. Other DCRA programs utilize services for on-line payment and OZA is researching the possibility to piggy-back on to these templates.

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Permit Operation Division

OBJECTIVE 1: Ensure building plans comply with construction codes.

INITIATIVE 1.1: Implement Online Construction Permit Intake (OCPI) to enhance the permitting process and to reduce paper applications.

● **Fully Achieved**. DCRA's Permit Operations Division launched the Online Construction Permit Intake Process (OCPI) in the spring of 2012. Currently 100% of all building permits are submitted online utilizing DCRA's Permit Center kiosks or personal computers for customers who wish to start the permit process from the comfort of their home.

INITIATIVE 1.2: Support the Mayor's Green DC initiatives.

● **Fully Achieved.** DCRA's Permit Operations management team held a meeting with the US Green Building Council to gain further understanding of their process and to establish a more connected working relationship. In addition, the division, in partnership with the agency, conducted a well-attended and successful Green Symposium in September of 2012 to highlight and convey the Mayor's Green Initiatives.

INITIATIVE 1.3: Create a unified inter-agency plan review and approval process.

● **Partially Achieved.** In January of 2012, DC Water moved to DCRA's site. To date, The DC Department of Health (DOH) has been unable to locate staff to send to DCRA due to budgetary constraints. We are currently working with our sister agency to finalize the review time frames.

INITIATIVE 1.4: Implement a consolidated conceptual design application process.

● **Not Achieved**. While DCRA will continue to work on this initiative, further progress will be subject to limitations and availability of IT staff, technical and budgetary constraints. Full implementation of ProjectDox capabilities will help in achieving this initiative.

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

INITIATIVE 2.1: Expand the scope of work that may be processed through the Homeowners Center.

● **Not Achieved.** In FY12, POD set out to include after hour permits, new address requests, and raze permit applications. However, due to staff reductions in the Homeowners Center (HOC), the inclusion of the above mentioned items as well as the new internal focus of the Small Business Center was found to be too heavy a load for the remaining HOC Staff.

INITIATIVE 2.2: Improve the permit application and review processes.

● **Partially Achieved**. DCRA's POD created a number of handouts including, but not limited to: 1 and 2 Family Dwellings, Capacity Placards, Permit Guide, Plans Submittal Guide, and How to Obtain a Construction Permit. These handouts are currently on display in the Permit Center for customers to use. Additional handouts are being crafted.

OBJECTIVE 3: Manage and maintain District land records.

INITIATIVE 3.1: Develop an online building plat application process.

● **Not Achieved.** The development of the anticipated online building plat application was delayed until the arrival of the updated version of Accela. Accela 7.0.5 was officially launched in October 2012, and POD and DCRA IT systems will continue to review and explore opportunities to perform a soft launch of the online process by the Spring of 2013.

INITIATIVE 3.2: Post the surveyor's records online for public availability.

Partially Achieved. DCRA's POD ongoing initiative requires infrastructure through DCRA IT systems which continues to be reviewed and explored by the agency. Due to budgetary constraints, we were unable to proceed with this initiative. However, the surveyor's records are available online through the Surveyor's Office via the DCRA Intranet. Additional funding has been requested to assist with completion.

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Key Performance Indicators – Details

Performance Assessment Key:

🟢 Fully achieved 🟡 Partially achieved 🔴 Not achieved ⚪ Data not reported 🔵 Workload Measure

🟠 Baseline Measure

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Business and Professional Licensing Administration								
🟢	1.1	% of business license applications submitted online (new and renewal)	16.59%	60%	11%	14.84%	134.88%	LICENSING
🟢	1.3	% of professional license applications submitted online (new and renewal)	90.88%	60%	60%	96.85%	161.42%	LICENSING
🟢	1.4	% of occupational and professional license renewals processed in 3 days (when a complete application is submitted)	95%	97%	97%	100%	103.09%	LICENSING
🟢	2.1	% of corporate filings submitted online	0%	65%	65%	66.02%	101.57%	LICENSING
🟢	3.1	% of regulatory investigations resulting in the issuance of a notice of infractions	0%	60%	35%	37.28%	106.50%	LICENSING

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	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
🟢	3.2	% of pre-license investigations conducted by regulatory investigations within 5 business days	95%	85%	85%	93.22%	109.67%	LICENSING
🟢	3.3	% of weighing and measuring devices approved	98%	80%	80%	97.16%	121.45%	LICENSING
Permit Operations Division								
🟢	1.1	% of TPR project reviews by DCRA Technical Review within 15 business days	0%	85%	85%	87.32%	102.73%	PERMITTING
🟡	1.2	% of green building plan review completed within 30 days	0%	97%	97%	80.39%	82.88%	PERMITTING
🟢	1.3	% of all permit applications held for correction	0%	9%	9%	8.92%	100.93%	PERMITTING
🟢	2.1	Average length of customer wait in Permit Center (minutes)	15	16	16	10.47	152.85%	PERMITTING
🟡	2.2	% of walk through applications processed same day	0%	70%	60%	54.71%	91.18%	PERMITTING
🟡	2.3	% of filed plan reviews completed on-time	0%	95%	95%	94.90%	99.89%	PERMITTING

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	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
🟡	2.4	% of permits issued online (postcard, supplemental, eHOP)	0%	35%	30%	29.33%	97.78%	PERMITTING
🟢	3.1	% of building plats utilizing expedited review service	0%	20%	20%	27.82%	139.11%	PERMITTING
Office of Zoning Administrator								
🟢	1.1	% of Certificate of Occupancy applications receiving OZA initial review from the application date, in compliance with timelines (30 business days)	0%	95%	88%	88.87%	100.99%	ZONING AND CONSTRUCTION COMPLIANCE
🟡	1.2	% of HOPs issued within 10 business days of application submission	0%	90%	75%	65.52%	87.36%	ZONING AND CONSTRUCTION COMPLIANCE
🟡	2.1	% of complaint-initiated enforcement actions occurring within 60 days of receipt of concern	0%	80%	50%	38.89%	77.78%	ZONING AND CONSTRUCTION COMPLIANCE
🟢	2.2	% of successful defenses of appeals of Zoning Administrator decisions before the BZA	0%	75%	75%	100%	133.33%	ZONING AND CONSTRUCTION COMPLIANCE

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	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Inspection Division								
🟢	1.1	% of complaint-related inspections completed within 5 days of the scheduled date	78.8%	75%	80%	87.23%	109.04%	INSPECTION
🟢	1.2	% of permit-related inspections completed within 48 hours of request	93.5%	90%	87%	93.24%	107.17%	INSPECTION
🟢	1.3	% of inspections completed as scheduled	92.1%	80%	82%	93.07%	113.49%	INSPECTION
🟡	1.4	Average number of inspections per inspector daily	6.19	6	5	4.55	90.92%	INSPECTION
🟢	2.1	# of units inspected by proactive inspections team	2075	2500	2500	3029	121.16%	INSPECTION
🟡	3.1	# of Quality Control inspections performed on Third Party Inspections	165	260	125	96	76.80%	INSPECTION
🟡	3.2	% of Third Party Inspection agencies with quality control audits found to be in compliance	69.7%	65%	25%	19.61%	78.43%	INSPECTION

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	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
🟡	3.3	% reduction in the number of illegal construction cases dismissed at the initial DCRA appeal hearing	17.4%	10%	12%	12.94%	92.76%	INSPECTION
Enforcement Division								
🟢	1.1	Total number of vacant properties	2288	3400	3000	2,483.75	120.79%	ENFORCEMENT
🟡	1.2	% of registered vacant properties (including properties that are registered and exempt)	60%	80%	50%	44.57%	89.14%	ENFORCEMENT
🟢	1.3	Number of blighted properties reported to OTR	243	300	300	405.5	135.17%	ENFORCEMENT
🟢	2.1	% of rate of return on special assessments	110%	50%	100%	146.45%	146.45%	ENFORCEMENT
🟢	2.2	Total dollar amount of special assessments collected	$1,630,000	$1,600,000	$900,000	$1,062,257	118.03%	ENFORCEMENT
🟡	2.3	% of cases "won" with OAH finding of liability ("upheld")	44%	80%	80%	68.30%	85.38%	ENFORCEMENT
🟢	2.4	% of DCRA abatements completed within 30 days	92%	75%	85%	91.54%	107.69%	ENFORCEMENT
🟡	2.5	Total dollar amount of tax liens collected	$607,000	$200,000	$300,000	$245,171	81.72%	ENFORCEMENT

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Agency Management								
🟡	3.1	% of OIG inquiries completed timely	0%	95%	95%	78.85%	83%	No Data
🔵	3.2	# of business licenses issued	20,128	N/A	N/A	8,171	Workload measure	BPLA
🔵	3.3	# of civil infractions received by the Office of Civil Infractions	1,087	N/A	N/A	1,163	Workload measure	Enforcement
🔵	3.4	# of inspections completed	44,450	N/A	N/A	40,355	Workload measure	Inspections
🔵	3.5	# of permits issued (building, supplemental, postcard, etc.)	34,578	N/A	N/A	35,422	Workload measure	Permit Center
🟡	4.1	% of FOIA request completed Timely	56.28%	95%	90%	87.98%	97.75%	No Data

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