

Department of Consumer and Regulatory Affairs FY2021

Agency Department of Consumer and Regulatory Affairs

Agency Code CRO

Fiscal Year 2021

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

Summary of Services

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

In FY 2020, DCRA registered over 14,000 corporations, completed over 57,000 inspections, and issued over 54,000 permits, 49,000 business and 23,000 professional licenses.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
<p>Launched digital resources that help customers make better informed decisions on where to rent properties and which construction contractors or design professionals to hire. To support our customers in their decision-making process and to build on our expressed policy of transparency, DCRA in FY21 launched the Landlord Violations Tool and the Contractor Rating System. The Landlord Violations Tool builds upon our already comprehensive agency dashboard that is available to the public on our website, and it consists of a searchable list of all properties with pending violations. The Tool also includes a map highlighting the number of inspections where violations were found and details the inspections where violations were abated. Our goal was to arm existing or potential renters with information about landlords before they sign or extend a lease, helping renters avoid problematic landlords with a history of unaddressed housing violations and make better decisions about where to live.</p> <p>The agency also launched the DCRA Contractor Rating System to help District residents and businesses hire contractors and design professionals with more confidence. The Contractor Rating System uses objective data to assign a rating of between one and five stars to licensed building professionals doing business in the District, enabling consumers to hire experienced and licensed professionals with proven track records, thus preventing the pain and hassle of dealing with a bad contractor. DCRA has also partnered with the Better Business Bureau (BBB), allowing the Contractor Rating System to show an icon with a link to the professional's BBB profile, if the building professional is accredited by the BBB. Unlike other rating platforms that are based on subjective customer reviews, the Contractor Rating System ratings are based solely on objective data, including the submission of complete permit applications, the accuracy of plans submitted for review, and safety inspection results. This is the only known customer-facing contractor rating system in the country operated by a local government, at no additional cost to the consumer, and serves as another example of how DCRA is using technology to enhance the customer experience and to protect homeowners.</p>	<p>The Landlord Violations Tool has provided DCRA staff with improved visibility and easier access to pending housing violations data. The Contractor Rating System has allowed the agency to make use of its data to benefit the customers in an innovative manner.</p>	<p>The Landlord Violations Tool has enabled renters to make informed decisions when looking for a property to rent, by arming them with knowledge about potential landlords, helping them avoid problematic landlords with a history of unaddressed housing violations. The DCRA Contractor Rating System has provided customers with access to ratings on the performance of licensed building professionals doing business in the District. Unlike other online tools, the DCRA Contractor Rating System calculates the ratings based solely on objective data, like the submission of complete permit applications, the accuracy of plans submitted for review, and safety inspections.</p>
<p>Made it easier and more efficient for customers to access and receive DCRA services online. In FY21, DCRA launched DISPATCH, an automated scheduling platform that allows customers to submit inspection requests and receive immediate confirmation that the request has been received; and Permit Wizard, a user-friendly and intuitive application that improves the efficiency of the residential permit application process. Using DISPATCH, customers were able to schedule inspections for illegal construction, significantly reducing the average wait time from the time complaint is received by DCRA to an inspection being scheduled (from 2 days on average to 5 minutes), providing customers with real-time update on the status of the inspection. Furthermore, through DISPATCH, illegal construction inspections have been completed within 32 hours of complaint received, while prioritizing scheduling for high-risk complaints. In FY22, DCRA is expanding DISPATCH to allow customers to submit complaints for housing and property maintenance, basic business license, construction, and vacant building inspections.</p> <p>DCRA also improved the permit applicant process with the launch of Permit Wizard. DCRA set out to find a way to make applying for residential building and commercial trade permits more user-friendly and intuitive so customers do not need to know the permit types before applying. The Permit Wizard guides customers through a series of questions on their projects and advises what permits are needed based on the customers' answers, what the estimated total costs will be, required documents, the type of plan reviews and inspections required by DCRA and sister agencies and useful advisories, and notifications about their properties.</p>	<p>DISPATCH has significantly reduced the amount of manual work required by DCRA administrative staff members to schedule inspections upon receipt of complaints and has resulted in faster inspection scheduling and completion time as well as decrease in customer requests for inspection updates.</p> <p>Permit Wizard's intuitive design has allowed applicants to learn about the process during the application, significantly reducing the need to reach out to DCRA staff for guidance.</p>	<p>DISPATCH has made it easier for customers to submit complaints and schedule inspections online, using an intuitive form, as well as receive timely updates on the status of inspections. DISPATCH has also significantly reduced the average wait time from the time complaint is received by DCRA to an inspection being scheduled (from 2 days on average to 5 minutes).</p> <p>Permit Wizard has made it easier for customers to apply for permits with step-by-step guidance throughout the application process and significantly minimizing opportunities for errors in the application. Additionally, Permit Wizard helps homeowners avoid hundreds of dollars in costs associated with hiring a permit expediter.</p>
<p>Served nearly 400,000 customers during the year of public health emergency while increasing customer satisfaction to nearly 90% and meeting all key performance indicators. Despite the challenges imposed by the COVID-19 Public Health Emergency, nearly 90% of customers who responded to DCRA's satisfaction surveys were either satisfied or extremely satisfied with our services in FY21—an increase of nearly 4% compared to FY20. Furthermore, for the second year in a row DCRA exceeded the targets for all its 19 Key Performance Indicators (KPIs), while maintaining the same level of resources and serving nearly 400,000 customers. In fact, DCRA surpassed previous year's performance in 80% of KPIs. In all measures, the agency exceeded its targets at a faster rate including resolving issues with customers, issuing business license renewals, clearing consumer protection cases, and completing inspections. For example, nearly all customer service inquiries were resolved in three days, while more than 90% of business license renewals were issued within one day of application, more than 90% of construction inspections were completed at the scheduled time; and nearly all permit applications reviewed by the Plan Review Coordinators within two days. Additionally, 95% of consumer protection cases resolved within thirty days; and nearly all Notices of Infractions were issued within two days following inspections where violations were noted.</p>	<p>Key Performance Indicators are not only a way to measure the agency's alignment with its strategic priorities, but also efficient ways to quantify the hard work that all DCRA staff members put into providing excellent service to customers throughout the year.</p>	<p>DCRA's Key Performance Indicators reflect the level of quality of services provided to customers and set expectations to our customers.</p>

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (6 Measures)											
Percent of businesses applying online that receive their license within one (1) business day from the date of submission	Quarterly	81%	91.9%	80%	95.1%	95.6%	87.1%	85.4%	91.4%	Met	
Percent of corporate registrations processed online, meeting the customer's request for expedited service of one (1) or three (3) business days	Quarterly	91%	88.6%	85%	91.7%	92.9%	90.5%	92.3%	91.9%	Met	
Percent of Basic Business License, Corporation, and Occupational and Professional Licensing transactions that are conducted online	Quarterly	68.9%	84.8%	80%	85.6%	92.1%	85.1%	83.2%	87.4%	Met	

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of Consumer Protection cases closed within 30-days from date of complaint submission	Quarterly	New in 2020	85.3%	85%	89.1%	94.8%	97.5%	98.3%	95.2%	Met	
Percent of Business Licensees for which prescreening is required, that receive a regulatory investigation within 15 business days	Quarterly	New in 2020	85.4%	85%	98.3%	99.6%	99.6%	96.3%	98.5%	Met	
Percent of compliant businesses that have renewals processed within one (1) business day from the date of application receipt	Quarterly	87.1%	97.9%	80%	95.7%	89.1%	92.5%	95.7%	93.3%	Met	
2 - Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia. (5 Measures)											
Percent of Permit applications that are reviewed by PRC within 2-business days	Quarterly	90.9%	97.7%	90%	99.8%	98.9%	96.4%	94%	97.2%	Met	
Percent of Project Dox permit applications that are reviewed by DCRA within 30 business days of acceptance by the agency	Quarterly	94.3%	97.9%	90%	99.4%	99.3%	99.2%	96.7%	98.6%	Met	
Percent of standard building plat requests completed within 3 business days	Quarterly	New in 2020	93.9%	85%	92.7%	99%	99.6%	92.5%	96.2%	Met	
Percent of Project Dox permit application re-reviews that are reviewed by DCRA within 15 business days of acceptance by agency	Quarterly	New in 2020	91.4%	90%	96.9%	96.7%	97.3%	94.9%	96.4%	Met	
Percentage of Solar Permits that are reviewed within 10 calendar days	Quarterly	New in 2020	77.8%	90%	97.9%	96.3%	97.1%	98.8%	97.6%	Met	
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (3 Measures)											
Percent of Notices of Infraction related customer inquiries that are resolved in one interaction with DCRA staff	Quarterly	90.3%	94.1%	80%	99.5%	100%	98.3%	91.2%	96.3%	Met	
Percent of exempted properties that are reinspected within 90 calendar days of receiving exempt status	Quarterly	84.7%	97.1%	90%	97.6%	99.5%	98.7%	93.8%	97.6%	Met	
Percent of Vacant Building Unit initial inspections completed within 38 business days from date of complaint submission	Quarterly	94.3%	97.7%	85%	99.7%	99.2%	99.5%	99.5%	99.5%	Met	
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (3 Measures)											
Percent of construction inspections completed on date identified when scheduled	Quarterly	89.1%	92.9%	90%	94.9%	90.4%	92.1%	94.5%	93%	Met	
Percent of Property Maintenance (Housing) inspections that are completed within 15 business days from date of request	Quarterly	New in 2020	96.7%	75%	99%	98.7%	98.4%	97.2%	98.4%	Met	
Percent of Property Maintenance (Housing) Notices of Infraction (NOI) that are initiated within 2 business days following inspections where violations were observed.	Quarterly	New in 2020	97.2%	90%	97.2%	96.9%	99.9%	99.5%	98.2%	Met	
5 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measures)											
Percent of non-FOIA Records requests completed within 5 business days from date of receipt	Quarterly	New in 2020	96.2%	85%	84.5%	95.7%	94.4%	92.6%	91.9%	Met	
Percent of Customer Relationship Management (CRM) cases that are resolved within 3 business days from date of receipt by the agency	Quarterly	New in 2020	95.7%	95%	96.2%	97.3%	98.2%	96.3%	97%	Met	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Business, Occupational, and Professional Licensing, Corporations, and Compliance (13 Measures)							
Number of business licenses renewed	20,591	19,380	3327	4229	3862	2363	13,781
Number of business licenses issued	31,438	30,128	5732	6727	6499	7215	26,173
Number of customers serviced by the Small Business Resource Center (SBRC)	2442	3460	1098	1591	1069	1027	4785
Number of elevator certificates issued	4602	3138	783	978	995	1262	4018
Number of applications submitted for new business licenses	11,365	10,042	2569	2753	2274	2497	10,093
Number of special events issued	111	28	0	0	0	14	14
Number of corporate entities registered	18,688	14,658	5087	6268	5486	5338	22,179
Number of other corporate filings registered	68,582	69,883	8375	31,669	18,397	14,160	72,601

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
Number of professional licenses issued	11,108	7252	1784	2337	2258	1170	7549
Number of professional licenses renewed	28,234	16,165	320	315	258	37,360	38,253
Number of weighing and measuring devices approved	6809	6310	1966	2156	2512	1595	8229
Number of business compliance surveys conducted	316	1184	400	292	215	419	1326
Number of Consumer Protection investigations conducted	4194	1407	387	336	235	301	1259
2 - Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (6 Measures)							
Number of addresses issued	262	262	139	69	45	60	313
Number of plats processed with expedited service	3004	2758	653	664	988	678	2983
Number of Sub-Divisions processed	392	379	88	104	100	86	378
Number of plats prepared	6049	5592	1372	1505	1809	1375	6061
Number of permits issued	59,814	54,380	13,803	13,160	13,972	13,294	54,229
Number of Certificates of Occupancy issued	3273	2509	748	712	685	622	2767
3 - Office of Civil Infractions, Vacant Property, and Abatement (6 Measures)							
Number of buildings abated	821	784	424	156	360	260	1200
Number of vacant lots abated	96	32	21	13	11	20	65
Number of vacant buildings surveyed	7569	6768	1494	1309	1997	2228	7028
Vacant lots inspected	432	229	88	37	128	166	419
Number of infraction notices issued	2799	3358	1092	1444	1167	1425	5128
Number of liens issued	1029	957	257	164	122	37	580
4 - Illegal Construction, Property Maintenance and Permit-based Inspections (7 Measures)							
Number of illegal constructions inspections conducted	2850	4913	1520	1168	1389	1326	5403
Number of permit construction inspections conducted	25,481	26,442	6950	6824	6727	6390	26,891
Number of Inspections Conducted	New in 2020	57,286	16,476	17,044	16,272	18,440	68,232
Number of housing inspections conducted	7561	5735	2124	2010	1569	1904	7607
Number of proactive inspections conducted	4618	7412	1779	2533	2271	2170	8753
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters)	419	68	0	0	53	100	153
Number of quality control inspections performed on third party inspections	427	1078	400	300	482	571	1753
5 - Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications (1 Measure)							
Number of records requests completed by the Records Team	New in 2020	3402	284	282	359	215	1140

2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (1 Activity)		
Business, Occupational, and Professional Licensing, Corporations, and Compliance	Responsible for the review, issuance, and renewal of business, occupational and professional licenses within the District. Additional programmatic areas include the Corporations, Small Business Resource Center, Weights and Measurements Registrations, and Special Events and Vending business units. This includes Program Codes (7000, 2065, 2070, 2075, 2080, 2090, 2095, 7085)	Daily Service
2 - Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia. (1 Activity)		
Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building	Responsible for the review and issuance of Building Permits within the District, in addition to the operations of DCRA's Permit Center. This includes Program Codes (2000, 2020, 2025, 2030, 2035, 2050, 2500, 2520, 2060).	Daily Service
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (1 Activity)		
Office of Civil Infractions, Vacant Property, and Abatement	Coordinates issuance of civil infractions on behalf of DCRA, including collection of Liens and Fines that are imposed upon respondents, in addition to the inspections and compliance work conducted by the Vacant Property business unit. This includes Program Codes (3000, 3020, 3025, 3045, 3050)	Daily Service
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (1 Activity)		
Illegal Construction, Property Maintenance and Permit-based Inspections	Ensures compliance with Building and Property Maintenance Codes within the District. This covers both Construction and Illegal Construction inspections, in addition to Property Maintenance (Housing), Proactive Housing and Third Party inspections. This includes Program Codes (4000, 3010, 3080, 3095)	Daily Service
5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)		
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

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Business, Occupational, and Professional Licensing, Corporations, and Compliance (1 Strategic Initiative)				
Online Corporate Filings	Under the provisions of Title 29 (Business Organizations Act) and Title 47 Chapter 28 (General License Law) of the DC Code, many corporate filings are currently required to be completed in paper format, either in-person or via mail. In FY21, DCRA will draft proposed legislation that will require all corporate filings to be conducted online and submit the proposed legislation to the Office of the Deputy Mayor for Operations and Infrastructure and Office of Policy and Legislative Affairs for review and approval.	Complete	In FY21, DCRA completed the deliverable of developing more than 30 amendments into draft legislative text, with the temporary title "Business Organization Clarification Act of 2021." DCRA leadership, the Deputy Mayor, and the Office of the Attorney General (OAG) have completed their review, and the draft is currently undergoing legislative rulemaking procedure	
Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications (1 Strategic Initiative)				
Contractor Rating System Marketing	Following the launch of its DCRA Contractor Rating System, DCRA will implement a marketing and promotional plan to increase the awareness of and grow the number of customers using the product. Based on a licensed building professional's past performance, the goal of the Contractor Rating System is to proactively arm resident and business customers with objective information so that they can better identify and hire stronger performers and reduce the likelihood of having a bad experience with their building project. DCRA's rollout plan includes a press event, announcement email and outreach to residents, ANCs, Council offices, building professionals and other stakeholders, a series of social media graphics, and a paid advertising campaign. DCRA is also considering partnership with local companies to help raise awareness about the ratings system to their customers.	Complete	In FY21, DCRA launched and conducted a marketing campaign to promote the agency's Contractor Rating System. This included a mailing to District homeowners, digital advertisements, and advertisements on bus shelters throughout the city. To make the tool even more valuable to District consumers looking to hire a contractor, architect, or other building professional, DCRA has partnered with the Better Business Bureau (BBB). Now, in addition to seeing a building professional's rating, if the building professional is accredited by the BBB, an icon appears with a link to the professional's BBB profile.	
Illegal Construction, Property Maintenance and Permit-based Inspections (2 Strategic initiatives)				
Expansion of Resident Inspectors	To assist the District's growing demand for inspections, DCRA will expand the total number of certified Resident Inspectors to 200, prioritizing hard to fill disciplines, by the end of the FY21. As a result, DCRA will be able to conduct an increased number of same-day illegal construction inspections and reduce wait time on inspection requests by customers.	Complete	In FY21, DCRA developed refresher and certification virtual trainings in the areas of Virtual Inspections, After-Hours Illegal Construction, and Vacant Building. The agency also hosted 25 training sessions to increase the number of certified Resident Inspectors. At the end of Q4, DCRA's certified resident inspector count is 242.	
Improve Abatement of Housing Code Violations	DCRA will modernize its abatement-tracking database by capturing abatements at the violation-level and streamlining how abatements are documented between pre-inspection and post-inspection. Additional incentives may be provided to property owners who have been cited and fined once abatements have been confirmed. This effort aims to reduce the number of existing housing code violations in the District and outstanding fines that appear on DCRA's public-facing Agency Dashboard.	Complete	<p>In FY21, DCRA undertook several initiatives to increase abatement activities and modernize the agency's ability to track abatements. DCRA enhanced its land management system to better track pre-and-post inspection abatements and settlements and introduced the Landlord Violations Tool on the Agency Dashboard to allow residents to see whether properties have unaddressed housing violations. Other initiatives included:</p> <ul style="list-style-type: none"> • Hosting two online housing summits with property managers and tenant advocates to provide information on DCRA's inspection processes and abatement policy; • Communicating with housing providers with pending cases at the Office of Administrative Hearings and offering incentives for abatement of housing violations during Q2; • Updating the agency's records management system to better capture abatement activities across different business units; and <p>The agency also continued to communicate with housing providers who have pending cases at the Office of Administrative Hearings and to provide incentives for the abatement of housing code violations. In FY21, DCRA has verified abatement of housing code violations in more than 2,500 properties, a 9% increase compared to the previous fiscal year and the highest annual volume the agency has on its record.</p>	
Office of Civil Infractions, Vacant Property, and Abatement (1 Strategic Initiative)				
Consumer Protection Unit Operations Improvement	In FY21, DCRA will complete the overhaul of its Consumer Protection Unit by enhancing the case management system that will allow for smarter risk-based assignments and identification of trends in consumer complaints. DCRA will also continue to utilize technology as the agency implements an algorithm to proactively identify unlicensed rentals, move various initiatives from pilot phase to standard operating procedure, and increase its use of enforcement tools and consumer education resources. Collectively, these efforts will result in an improvement in operational efficiency and yield more positive outcomes for customers.	Complete	In FY21, DCRA enhanced its current case management system by incorporating a new intake form that flags cases with similar type of complaints or patterns and assigns those cases to investigators with subject matter expertise. DCRA also created digital templates and tools to allow certain cases to be resolved in an expedited manner, giving the investigators more time to work on novel or complex issues. Additionally, DCRA continued to streamline its processes to ensure simple rental licensing cases can be handled onsite immediately by the inspector examining for housing code violations, rather being referred to another team for follow up. The agency also completed market research for a new case management system, developed the Statement of Work (SOW), and selected a vendor. The vendor selected is currently gathering requirements for the new case management system which will be launched in FY22.	
Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (3 Strategic initiatives)				
Permit Wizard	Currently, the application process for a construction permit requires customers to identify the type of permit they are seeking, and then fill out a universal form. In FY20, DCRA began enhancing the customer experience in the residential permit application process by developing a dynamic, wizard-based online application that is intuitive, simple and easy to use. In FY21, DCRA will expand this effort to include commercial permit applications.	Complete	In FY21, DCRA launched Permit Wizard, a new customer-friendly application that modernizes the way DCRA's customers start their building projects. The wizard-based online application is intuitive, simple, and easy to use. Customers are guided through a series of questions that will identify the permits needed for the entire project, so they no longer need to know permit types prior to starting the application. Permit Wizard advises the customer of the estimated total cost of permits, useful advisories, and notifications about their property. It also informs the customer of anticipated plan reviews by DCRA and sister agencies, required documentation, and anticipated inspections. DCRA first launched the Permit Wizard with residential building permits and has expanded into trade permits for both Residential and Commercial projects.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
QR Code Integration	As part of the agency's efforts to improve access to DCRA records, in FY21, DCRA will integrate Quick Response (QR) code technology in its public-facing product offerings—including permits and certificates. As a result, customers will be able to easily and quickly view DCRA records by scanning the QR code with a smart phone.	Complete	In FY21, DCRA successfully introduced Quick Response (QR) code technology to its public-facing products including a landing page for the QR code that enables customers to access their service of interest (e.g., SCOUT, Contractor Rating System, Occupational and Professional License Search). The agency embedded QR codes on print outs for professional licenses and building, plumbing, electrical, and HVAC permits that were issued beginning October 2020.	
Plan Review Modernization	DCRA will modernize and streamline the plan review process to allow for greater collaboration between DCRA and its customers through dynamic, real-time access to plans, documents, mark-ups, and the review of comments. As a result, the plan review process will have shorter review cycle timelines and pave the way for the faster issuance of building permits.	50-74%	In FY21, DCRA conducted market research and finalized beta testing of a new software that would substantially reduce the amount of work required from customers when submitting plans during the application process and streamline customer communication capabilities with plan reviewers. At the end of the fiscal year, the Office of Contracting and Procurement (OCP) was finalizing the procurement award with the vendor for development work to begin during FY22.	New application will be developed and launched in FY22.