



THE DEPARTMENT OF BUILDINGS

FY 2024 PERFORMANCE PLAN

MARCH 22, 2023

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1 THE DEPARTMENT OF BUILDINGS

Mission: The Department of Buildings (DOB) protects the safety of residents, businesses, and visitors and advance development of the built environment through permitting, inspections, and code enforcement.

Services: The Department of Buildings is responsible for regulating construction activity in the District of Columbia. The agency operates a consolidated permit operations division, reviews all construction documents to ensure compliance with building codes and zoning regulations. It also has inspection and oversight authority, through which construction activity, building systems, and rental housing establishments are inspected. Violations are cited, and if necessary, post citation abatement is pursued within the limits of the law.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

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.

Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.

Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
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.		
Permitting, Construction Compliance, Building Inspections, Green Building, Surveyor, Third Party Inspections	Conducts technical building plan reviews for approval and issues building permits. Manages and coordinates revisions to the District's building and trade codes. Inspects commercial buildings, manages permit-related inspection requests, issues citations for violations of the District's building codes and zoning regulations to correct violations, and conducts building and structure assessments for emergency and disaster response. Regulates construction in the District of Columbia that falls under the regulations of green codes including the Green Building Act, Green Construction Code, and Energy Conservation Code. Produces and maintains legal records of all land plats and subdivisions of private and District government property within the District of Columbia. Contracts authorized nongovernmental persons or entities to perform inspections and plan reviews to certify that work complies with the District of Columbia Construction Codes. This includes Program Codes (2010, 2020, 2030, 2040, 2050, 2060).	Daily Service
Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.		
Code Enforcement, Civil Infractions & Fine Assessment	Develops and implements enforcement strategies and procedures. Processes all civil infractions with the Office of Administrative Hearings, collects fines, and places property liens on unpaid fines. This includes Program Codes (4010, 4020).	Daily Service
Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.		
Vacant and Blighted Property, Rental Housing Inspections, Housing Rehabilitation	Registers vacant properties in the District of Columbia, processes requests for vacant property tax exemptions, and inspects designated vacant and blighted properties. Inspects residential properties and issues citations of housing code violations. Abates numerous housing and building code violations, processes abatement contracts, and collects unpaid abatement costs. This includes Program Codes (3010, 3020, 3030).	Daily Service
Create and maintain a highly efficient, transparent, and responsive District government.		
Zoning Administration	Responsible for administering and determining compliance with the Zoning Regulations. This includes Program Code (5010).	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
Budget Operations, Accounting Operations	Provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using performance-based budgeting. This includes Program Codes (110F, 120F).	Daily Service
Personnel, Training and Employee Development, Labor Relations, Contracting and Procurement, Property Management, Information Technology, Risk Management, Legal, Logistics and Fleet Services, Communications, Customer Service & Complaint Resolution, Performance Management, Internal Audit	Responsible for providing administrative support and the required tools to achieve operational and programmatic results. This includes Program Codes (1010, 1015, 1017, 1020, 1030, 1040, 1055, 1060, 1070, 1080, 1085, 1090, 1095).	Daily Service

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
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.					
Percentage of Solar Permits that are reviewed within 10 calendar days	Up is Better	New in 2023	New in 2023	New in 2023	90%
Percent of Permit applications that are reviewed by PRC within 2 business days	Up is Better	New in 2023	New in 2023	90%	90%
Percent of Project Dox permit application re-reviews that are reviewed by the Department of Buildings (DOB) within 15 business days of acceptance by agency	Up is Better	New in 2023	New in 2023	90%	90%
Percent of Project Dox permit applications that are reviewed by the Department of Buildings (DOB) within 30 business days of acceptance by the agency	Up is Better	New in 2023	New in 2023	90%	90%
Percent of standard building plat requests completed within 3 business days	Up is Better	New in 2023	New in 2023	New in 2023	85%
Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.					
Percent of Vacant Building Unit initial inspections completed within 30 business days from date of complaint submission	Up is Better	New in 2023	New in 2023	New in 2023	85%
Percent of exempted properties that are reinspected within 90 calendar days of receiving exempt status	Up is Better	New in 2023	New in 2023	New in 2023	90%
Percent of Notices of Infraction related customer inquiries that are resolved in one interaction with the Department of Buildings (DOB) staff	Up is Better	New in 2023	New in 2023	New in 2023	80%
Number vacant properties returned to productive use	Up is Better	New in 2023	New in 2023	New in 2023	150
Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.					
Percent of Property Maintenance (Housing) inspections that are completed within 15 business days from date of request	Up is Better	New in 2023	New in 2023	80%	80%

Key Performance Indicators (*continued*)

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Percent of construction inspections completed on date identified when scheduled	Up is Better	New in 2023	New in 2023	New in 2023	90%
Percent of Property Maintenance (Housing) Notices of Infraction (NOI) that are initiated within 2 business days following inspections where violations were observed.	Up is Better	New in 2023	New in 2023	New in 2023	90%
Number of housing code violation(s) abated by property owners or DOB	Up is Better	New in 2023	New in 2023	New in 2023	4500
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of Customer Relationship Management (CRM) cases that are resolved within 3 business days from date of receipt by the agency	Up is Better	New in 2023	New in 2023	New in 2023	95%
Percent of non-FOIA Records requests completed within 5 business days from date of receipt	Up is Better	New in 2023	New in 2023	New in 2023	85%

Workload Measures

Measure	FY 2021	FY 2022
Permitting, Construction Compliance, Building Inspections, Green Building, Surveyor, Third Party Inspections		
Number of addresses issued	New in 2023	New in 2023
Number of Certificates of Occupancy issued	New in 2023	New in 2023
Number of permits issued	New in 2023	New in 2023
Number of plats processed with expedited service	New in 2023	New in 2023
Number of Sub-Divisions processed	New in 2023	New in 2023
Number of plats prepared	New in 2023	New in 2023
Code Enforcement, Civil Infractions & Fine Assessment		
Number of infraction notices issued	New in 2023	New in 2023
Number of liens issued	New in 2023	New in 2023
Vacant and Blighted Property, Rental Housing Inspections, Housing Rehabilitation		
Number of illegal constructions inspections conducted	New in 2023	New in 2023
Number of permit construction inspections conducted	New in 2023	New in 2023
Number of housing inspections conducted	New in 2023	New in 2023
Number of proactive inspections conducted	New in 2023	New in 2023
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters)	New in 2023	New in 2023
Number of inspections conducted	New in 2023	New in 2023
Number of vacant lots abated	New in 2023	New in 2023
Number of vacant lots inspected	New in 2023	New in 2023
Number of buildings abated	New in 2023	New in 2023
Number of vacant buildings surveyed	New in 2023	New in 2023
Number of quality control inspections performed on third party inspections	New in 2023	New in 2023
Personnel, Training and Employee Development, Labor Relations, Contracting and Procurement, Property Management, Information Technology, Risk Management, Legal, Logistics and Fleet Services, Communications, Customer Service & Complaint Resolution, Performance Management, Internal Audit		
Number of records requests completed by the Records Team	New in 2023	New in 2023