



**FY2011 PERFORMANCE PLAN
Office of Zoning**

MISSION

The mission of the Office of Zoning (OZ) is to provide administrative, professional, and technical assistance to the Zoning Commission (ZC) and the Board of Zoning Adjustment (BZA) in support of their oversight and adjudication of zoning matters in the District of Columbia.

SUMMARY OF SERVICES

OZ administers the zoning application process for the ZC and BZA. The agency reviews and accepts applications, schedules hearings to determine whether cases meet specified zoning criteria, schedules meetings to make determinations with respect to pending applications, and issues legal orders. Technology plays a critical role in support of this process by enhancing effectiveness and transparency. OZ also spearheads outreach to citizens of the District of Columbia to ensure a robust understanding of the zoning application process.

AGENCY WORKLOAD MEASURES

Measure	FY2009 Actual	FY2010 YTD
# of BZA cases filed	122	107
# of ZC cases filed	44	54
# of BZA orders issued	Not Available	88
# of ZC orders issued	66	39

OBJECTIVE 1: Engage the public to ensure that the District of Columbia’s zoning processes are easily understandable and accessible to the public.

INITIATIVE 1.1: Conduct community outreach meetings in every Ward in the District of Columbia.

OZ will hold at least one community outreach meeting in each of the City’s eight Wards. The outreach effort will include presentations from OZ’s educational course series: (i) “Zoning 101 – Zoning Basics”, (ii) “Zoning 201 – Zoning in the District of Columbia” and/or (iii) “Zoning 301 – A Case Before the ZC/BZA”. This information will enable the public to better understand zoning processes and procedures, which is critical at a time of increased City-wide development. Projected Start Date: January 2011. Projected End Date: September 2011.

INITIATIVE 1.2: Initiate a new proactive approach to Compliance Review.

OZ will increase its Compliance Review efforts by (i) alerting Applicants of the impending expiration of BZA orders that contain established approval periods; and (ii) notifying the public within 200 feet of an approved ZC or BZA project with conditions of



those conditions that the project is subject to. This initiative will educate members of the public impacted by development of critical aspects of new projects in their communities. Projected Start Date: October 2010. Projected End Date: September 2011.

OBJECTIVE 2: Leverage new and existing technology to further ensure that the District of Columbia’s zoning processes are easily understandable and accessible to the public.

INITIATIVE 2.1: Process all ZC Planned Unit Development (PUD) application filings and all BZA Appeals through the Interactive Zoning Information System (IZIS).

OZ will fully implement IZIS for all PUD applications and Appeals from filing to the issuance of a final order. This critical technological advancement will allow the public to follow the workflow of PUD and Appeal cases electronically. Up to this point, members of the public have not had the opportunity to file and review case-related documents from our website. This initiative provides tremendous flexibility and improves public access to critical information. Projected Start Date: January 2011. Projected End Date: September 2011.

INITIATIVE 2.2: Seek Authority to Establish the Interactive Zoning Map as the “Official” Zoning Map of the District of Columbia.

OZ will petition the Zoning Commission to establish the online Interactive Zoning Map as the “Official” Zoning Map of the District of Columbia. The new electronic “Official” map will replace the Baist Maps, as amended, which have been the “Official” maps since 1958. While the Baist Maps are only available by visiting OZ during regular business hours, the interactive Zoning Map is available 24 hours a day, 7 days a week. Further, the interactive Zoning Map displays all amendments to the map as soon as they are finalized. Thus, if the Zoning Commission grants the petition, the public will have greater access to up-to-date mapping information than ever before. Projected Timeline: Projected Start Date: January 2011. Projected End Date: September 2011.

OBJECTIVE 3: Streamline Zoning Regulations to enhance efficiency and transparency of zoning processes.

INITIATIVE 3.1: Draft the text of ZC and BZA practices and procedures.

OZ will lead the effort to draft the text of the ZC and BZA Rules of Practice and Procedure, in concert with OAG, OP, and the ZRR Task Force, for presentation before the ZC for Final Rulemaking. This initiative is an integral part of OZ’s efforts to create a more modern, publicly-accessible, structured system for applicants appearing before the ZC and BZA. Projected Start Date: October 2010. Projected End Date: September 2011.



INITIATIVE 3.2: Examine ways to facilitate the release of the new Zoning Regulations.

OZ will coordinate with OP to establish a strategic plan to disseminate information, both electronically and in print, regarding the new Zoning Regulations in advance of their release, including the framework for a comprehensive Zoning Handbook. This initiative will assist the public in understanding the complexities of the new regulations. Projected Start Date: October 2010. Projected End Date: September 2011.

KEY PERFORMANCE INDICATORS

Measure	FY2009 Actual	FY2010 Target	FY2010 YTD	FY2011 Projection	FY2012 Projection	FY2013 Projection
% of zoning certifications completed within 2 weeks	Baseline	95%	100%	100%	100%	100%
% of BZA summary orders issued within 2 weeks of decision	94%	97%	100%	98%	98%	98%
% of BZA hearings scheduled within 4 months of application acceptance (excluding recess month)	Baseline	80%	100%	85%	90%	90%
# of ZC and BZA cases filed online	Baseline	4	0	10	10	10
# of public outreach meetings held	Baseline	6	6	12	12	12
% of website inquiries responded to within 24 hours or the next business day ¹	Baseline	98%	95%	98%	98%	98%

¹ The industry standard for this measure is less than 70%. This information can be found in *Improving Citizen Customer Service: Metrics, Benchmarks, Best Practices, and Technology Trends, US General Service Administration.*