Office of Zoning FY2018

| Agency          | Office of Zoning | Agency Code | BJ0 | Fiscal Year | 2018 |

**Mission**
The mission of the DC Office of Zoning (DCOZ) is to provide administrative, professional, and technical assistance to the Zoning Commission (ZC) and the Board of Zoning Adjustment (BZA).

### 2018 Strategic Objectives

<table>
<thead>
<tr>
<th>Objective Number</th>
<th>Strategic Objective</th>
<th># of Measures</th>
<th># of Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Leverage new and existing technologies to further ensure that the District of Columbia’s zoning processes are easily understandable and accessible to the public.</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>Streamline zoning regulations to enhance efficiency and transparency of zoning processes.</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>Create and maintain a highly efficient, transparent and responsive District government.**</td>
<td>9</td>
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</table>

**TOT**

<table>
<thead>
<tr>
<th>Objective Number</th>
<th>Strategic Objective</th>
<th># of Measures</th>
<th># of Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>15</td>
<td>6</td>
</tr>
</tbody>
</table>

### 2018 Key Performance Indicators

|--------------------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|

1 - Leverage new and existing technologies to further ensure that the District of Columbia’s zoning processes are easily understandable and accessible to the public. (2 Measures)

- Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order
- Percent of webstreamed video of ZC and BZA hearings and meetings that are posted to OZ’s website within 48 hours of recording

2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (3 Measures)

- Percent of zoning certifications completed within 5 business days
- Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)
**We’ve revisited a project to standardize District wide measures for the Objective “Create and maintain a highly efficient, transparent and responsive District government.” New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2018 Operations

<table>
<thead>
<tr>
<th>Operations Header</th>
<th>Operations Title</th>
<th>Operations Description</th>
<th>Type of Operations</th>
<th># of Measures</th>
<th># of Strategic Initiatives</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 -</strong> Leverage new and existing technologies to further ensure that the District of Columbia’s zoning processes are easily understandable and accessible to the public. (2 Activities)</td>
<td>ZONING SERVICES</td>
<td>The Official Zoning Map</td>
<td>OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.</td>
<td>Key Project</td>
<td>1</td>
</tr>
<tr>
<td>ZONING SERVICES</td>
<td>Interactive Zoning Information System (IZIS)</td>
<td>OZ reviews and accepts applications, schedules public hearings and meetings, and issues legal orders that document the decisions of both the Zoning Commission and the BZA. This process is managed through the IZIS system.</td>
<td>Key Project</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOT</strong></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td><strong>2 -</strong> Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (2 Activities)</td>
<td>ZONING SERVICES</td>
<td>Effectively process ZC and BZA applications and petitions.</td>
<td>OZ reviews and accepts applications, schedules public hearings and meetings, and issues legal orders that document the decisions of both the Zoning Commission and the BZA</td>
<td>Daily Service</td>
<td>7</td>
</tr>
<tr>
<td>ZONING SERVICES</td>
<td>Zoning Regulations of 2016</td>
<td>OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.</td>
<td>Key Project</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOT</strong></td>
<td></td>
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<td></td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td><strong>3 -</strong> Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses. (2 Activities)</td>
<td>ZONING SERVICES</td>
<td>Website development to serve the public with zoning information.</td>
<td>OZ is responsible for making zoning information easily accessible to the public. This is achieved by making a wealth of information, including, documents, video and regulations available on its website 24/7.</td>
<td>Daily Service</td>
<td>1</td>
</tr>
<tr>
<td>Measure</td>
<td>New Measure/ Benchmark Year</td>
<td>FY 2014 Actual</td>
<td>FY 2015 Actual</td>
<td>FY 2016 Actual</td>
<td>FY 2017 Actual</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------------------</td>
<td>----------------</td>
<td>----------------</td>
<td>----------------</td>
<td>----------------</td>
</tr>
<tr>
<td>1 - The Official Zoning Map (1 Measure)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of unique Zoning Map hits</td>
<td>✔</td>
<td>Not available</td>
<td>Not Available</td>
<td>New Measure</td>
<td>New Measure</td>
</tr>
<tr>
<td>2 - Effectively process ZC and BZA applications and petitions. (7 Measures)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Board of Zoning Adjustment cases filed</td>
<td></td>
<td>Not available</td>
<td>Not Available</td>
<td>237</td>
<td>257</td>
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<tr>
<td>Number of Zoning Commission cases filed</td>
<td></td>
<td>Not available</td>
<td>Not Available</td>
<td>73</td>
<td>77</td>
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<tr>
<td>Number of Board of Zoning Adjustment orders issued</td>
<td></td>
<td>Not available</td>
<td>Not Available</td>
<td>221</td>
<td>213</td>
</tr>
<tr>
<td>Number of Zoning Commission orders issued</td>
<td></td>
<td>Not available</td>
<td>Not Available</td>
<td>50</td>
<td>67</td>
</tr>
<tr>
<td>Number of Appeals to the DC Court of Appeals (by Calendar Year)</td>
<td></td>
<td>Not available</td>
<td>Not Available</td>
<td>15</td>
<td>22</td>
</tr>
<tr>
<td>Number of Board of Zoning Adjustment hearings and meetings</td>
<td>✔</td>
<td>Not available</td>
<td>Not Available</td>
<td>New Measure</td>
<td>New Measure</td>
</tr>
<tr>
<td>Number of Zoning Commission hearings and meetings</td>
<td>✔</td>
<td>Not available</td>
<td>Not Available</td>
<td>New Measure</td>
<td>New Measure</td>
</tr>
<tr>
<td>2 - Zoning Regulations of 2016 (1 Measure)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of errata and text amendments processed</td>
<td></td>
<td>Not available</td>
<td>Not Available</td>
<td>Not Available</td>
<td>11</td>
</tr>
<tr>
<td>3 - Conduct expansive outreach and provide educational programs (1 Measure)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of outreach meetings held</td>
<td>✔</td>
<td>Not available</td>
<td>Not Available</td>
<td>New Measure</td>
<td>New Measure</td>
</tr>
<tr>
<td>3 - Website development to serve the public with zoning information (1 Measure)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of unique website hits</td>
<td>✔</td>
<td>Not available</td>
<td>Not Available</td>
<td>New Measure</td>
<td>New Measure</td>
</tr>
</tbody>
</table>

2018 Workload Measures

OZ believes an informed public is better able to navigate the zoning process in the District of Columbia; therefore it conducts expansive outreach to educate the public about the process before the ZC and BZA.
### Initiatives

<table>
<thead>
<tr>
<th>Strategic Initiative Title</th>
<th>Strategic Initiative Description</th>
<th>Proposed Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoning Map</td>
<td>In FY17, DCOZ began work to develop a 3D Decision Support System for the Zoning Commission and the Board of Zoning Adjustment. Once finished, the system will assist in the review of cases brought before both entities by enabling 3D models of projects to be submitted for approval by either the ZC or BZA to be electronically placed in context of the project site and reviewed for their impact on the built environment, and their compatibility with the surrounding zoning. This will better enable the BZA, ZC, DC Office of Planning and the general public to understand the context of the project with the surrounding neighborhood. In FY 2018, DCOZ intends to continue to make further progress on important zoning project for the District.</td>
<td>09-30-2018</td>
</tr>
<tr>
<td>Zoning Date Dashboard</td>
<td>In FY18, OZ will leverage technology to produce a zoning data dashboard that will provide internal and external reporting on cases before the ZC and BZA. This includes user-friendly ways to obtain case related zoning data: ie number cases filed, cases approved/denied, types of cases, and average time for approvals. This will allow the public to access up-to-date data to ensure predictability.</td>
<td>09-30-2018</td>
</tr>
</tbody>
</table>