

Office of Zoning FY2019

Agency Office of Zoning

Agency Code BJO

Fiscal Year 2019

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).

2019 Strategic Objectives

Objective Number	Strategic Objective
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	Streamline zoning regulations to enhance efficiency and transparency of zoning processes.
3	Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.
4	Create and maintain a highly efficient, transparent and responsive District government.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
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	Up is Better	Not Available	Not Available	100%	98%
Percent of webstreamed video of ZC and BZA hearings and meetings that are posted to OZ's website within 48 hours of recording	Up is Better	Not Available	Not Available	100%	98%
2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (3 Measures)					
Percent of zoning certifications completed within 5 business days	Up is Better	99.1%	98.8%	100%	98%
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Up is Better	100%	98.6%	99.5%	98%
Percent of BZA summary orders issued within 10 business days	Up is Better	100%	98.8%	100%	98%
3 - Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses. (1 Measure)					
Percent of website inquiries responded to within 24 hours	Up is Better	92.6%	85.7%	93%	98%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
4 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	Not Available	Not Available	New Measure
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	Not Available	Not Available	New Measure
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	Not Available	Not Available	New Measure
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Up is Better	Not Available	Not Available	Not Available	New Measure
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	Not Available	Not Available	New Measure
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	Not Available	Not Available	Not Available	New Measure
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	Not Available	Not Available	New Measure
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	Not Available	Not Available	Waiting on Data	New Measure
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
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. (3 Activities)			
ZONING SERVICES	The Official Zoning Map	OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.	Key Project
ZONING SERVICES	Interactive Zoning Information System (IZIS)	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.	Key Project
ZONING SERVICES	Court of Appeals Information	The decisions of the BZA and ZC can be appealed to the DC Court of Appeals for review.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (2 Activities)			
ZONING SERVICES	Effectively process ZC and BZA applications and petitions.	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.	Daily Service
ZONING SERVICES	Zoning Regulations of 2016	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.	Key Project
3 - 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)			
ZONING SERVICES	Website development to serve the public with zoning information	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.	Daily Service
ZONING SERVICES	Conduct expansive outreach and provide educational programs	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.	Daily Service

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - The Official Zoning Map (1 Measure)			
Number of unique Zoning Map hits	Not Available	Not Available	157,650
2 - Effectively process ZC and BZA applications and petitions. (7 Measures)			
Number of Board of Zoning Adjustment cases filed	237	257	295
Number of Zoning Commission cases filed	73	77	84
Number of Board of Zoning Adjustment orders issued	221	213	219
Number of Zoning Commission orders issued	50	67	81
Number of Appeals to the DC Court of Appeals (by Calendar Year)	15	22	18
Number of Board of Zoning Adjustment hearings and meetings	Not Available	Not Available	39
Number of Zoning Commission hearings and meetings	Not Available	Not Available	60
2 - Zoning Regulations of 2016 (1 Measure)			
Number of errata and text amendments processed	Not Available	11	10

Measure	FY 2016	FY 2017	FY 2018
3 - Conduct expansive outreach and provide educational programs (1 Measure)			
Number of outreach meetings held	Not Available	Not Available	6
3 - Website development to serve the public with zoning information (1 Measure)			
Number of unique website hits	Not Available	Not Available	870,745

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Court of Appeals Information (1 Strategic Initiative)		
Court of Appeals Dashboard	In FY19, OZ will leverage technology to develop an appeals court data dashboard that will provide information on ZC and BZA cases that are before the DC Court of Appeals. This includes the court information on when the case was filed, where it is in the process and the results. This will allow the public to access up-to-date data to ensure predictability.	09-30-2019
The Official Zoning Map (1 Strategic Initiative)		
Upgrades to the Official Zoning Map	In FY19, OZ will be working to develop new upgrades to the Zoning Map in an effort to provided added information to the public. Some of the upgrades will include adding new data sets for Map Amendment cases; adding increased PUD information, including project FAR, total units, affordable units, public benefits; and adding 2D developments standards. The updates will enhance the Zoning Map user experience by providing additional pertinent zoning information.	09-30-2019
Website development to serve the public with zoning information (1 Strategic Initiative)		
Case Timeline Dashboard	In FY19, OZ will develop a dashboard that will provide the public a timeframe of the amount of time various cases average from filing to issuance of an order. This will give the public a level of predictability about the zoning process.	09-30-2019