

# Office of Zoning FY2020

Agency Office of Zoning

Agency Code BJO

Fiscal Year 2020

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).

## 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.

## Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
<b>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)</b>					
Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order	Up is Better	New in 2018	100%	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	New in 2018	100%	100%	98%
<b>2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (3 Measures)</b>					
Percent of zoning certifications completed within 5 business days	Up is Better	98.8%	100%	100%	98%
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Up is Better	98.6%	99.5%	77.2%	98%
Percent of BZA summary orders issued within 10 business days	Up is Better	98.8%	100%	99.6%	98%
<b>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)</b>					
Percent of website inquiries responded to within 24 hours	Up is Better	85.7%	93%	90.6%	98%

## Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)</b>				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Up is Better	New in 2019	New in 2019	Waiting on Data

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	100%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	93.3%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	94.1%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
HR MANAGEMENT – Percent of new hires that are DC residents (excludes temporary workers and contractors)	Up is Better	New in 2020	New in 2020	New in 2020
HR MANAGEMENT – Percent of employees that are DC residents (excludes temporary workers and contractors)	Up is Better	New in 2020	New in 2020	New in 2020

\*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>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)</b>			
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
<b>2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (2 Activities)</b>			
ZONING SERVICES	Zoning Regulations of 2016	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.	Key Project
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
<b>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)</b>			

Operations Header	Operations Title	Operations Description	Type of Operations
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

## Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>1 - ZONING SERVICES (1 Measure)</b>			
Number of unique Zoning Map hits	New in 2018	157,650	153,358
<b>2 - ZONING SERVICES (8 Measures)</b>			
Number of Board of Zoning Adjustment cases filed	257	295	302
Number of Zoning Commission cases filed	77	84	74
Number of Board of Zoning Adjustment orders issued	213	219	282
Number of Zoning Commission orders issued	67	81	73
Number of Appeals to the DC Court of Appeals (by Calendar Year)	22	18	14
Number of errata and text amendments processed	11	10	12
Number of Board of Zoning Adjustment hearings and meetings	New in 2018	39	42
Number of Zoning Commission hearings and meetings	New in 2018	60	56
<b>3 - ZONING SERVICES (2 Measures)</b>			
Number of unique website hits	New in 2018	870,745	643,446
Number of outreach meetings held	New in 2018	6	6

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Conduct expansive outreach and provide educational programs (1 Strategic Initiative)</b>		
Outreach for Ward 7 & 8 Advisory Neighborhood Commissions	In FY 2020, OZ will conduct at least four zoning outreach trainings for Ward 7 & 8 ANCs. From the application through the issuance of an order, OZ will focus on the ANC's role throughout this process, as well as the tools and resources available to ANCs participating in zoning cases.	09-30-2020
<b>Interactive Zoning Information System (IZIS) (1 Strategic Initiative)</b>		
Application Process Timeline App	In an effort to streamline the application process, in FY 2020 OZ will build an internal application process timeline with notifications of actions and deadlines so that applicants can more easily adhere to application requirements. This will ensure that applicants are aware of notification, outreach and submission requirements in advance of the deadline. In turn, this will ensure cases are ready to be heard on their scheduled hearing day.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Website development to serve the public with zoning information (1 Strategic Initiative)</b>		
Increased Public Access and Research Tools	In FY2020, OZ will continue to add technological upgrades to the Interactive Zoning Information System (IZIS) that include, but are not limited to, notifications for newly filed cases, added case-related information, streamlined external workflows and systems to conduct research by zoning case types. These upgrades to the IZIS will render the zoning process even more user-friendly, provide more transparency and ensure a predictable process.	09-30-2020
<b>Zoning Regulations of 2016 (1 Strategic Initiative)</b>		
Zoning Regulation of 2016 Update	OZ will work with OP on a series of updates to the Zoning Regulations of 2016. These updates include a reformatting of the regulations, and an administrative clean up to the Rules of Practice and Procedure. These changes will make the regulations more user friendly for the public, ensuring a more predictable process.	09-30-2020