

Office of Zoning FY2023

Agency Office of Zoning

Agency Code BJO

Fiscal Year 2023

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 (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 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	91.1%	100%	98%	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	100%	100%	98%	98%
2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (5 Measures)					
Percent of zoning certifications completed within 5 business days	Up is Better	84.2%	92%	98%	98%
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Up is Better	58.7%	23.5%	98%	98%
Percent of BZA summary orders issued within 10 business days	Up is Better	100%	98.3%	98%	98%
Percentage of Zoning Commission orders issued within 3 months of decision.	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023
Percentage of Board of Zoning Adjustment orders issued within 4 months of decision.	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023
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	95.2%	93.1%	98%	98%
4 - Create and maintain a highly efficient, transparent, and responsive District government. (4 Measures)					
Percentage of Zoning Commission orders issued within 3 months of decision.	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023
Percentage of Board of Zoning Adjustment orders issued within 4 months of decision.	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023
Percentage of the Zoning Commission order backlog cleared.	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
Percentage of the Board of Zoning Adjustment order backlog cleared.	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023

Operations

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)		
The Official Zoning Map	OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.	Key Project
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
Court of Appeals Information	The decisions of the BZA and ZC can be appealed to the DC Court of Appeals for review.	Daily Service
2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (2 Activities)		
Zoning Regulations of 2016	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.	Key Project
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
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)		
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
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 (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
1 - The Official Zoning Map (1 Measure)		
Number of unique Zoning Map hits	139,528	120,131
2 - Effectively process ZC and BZA applications and petitions. (7 Measures)		
Number of Appeals to the DC Court of Appeals (by Calendar Year)	6	7
Number of Zoning Commission hearings and meetings	51	69
Number of Zoning Commission cases filed	64	68
Number of Zoning Commission orders issued	68	58
Number of Board of Zoning Adjustment hearings and meetings	36	40
Number of Board of Zoning Adjustment cases filed	207	242
Number of Board of Zoning Adjustment orders issued	171	192

Measure	FY 2020 Actual	FY 2021 Actual
2 - Zoning Regulations of 2016 (1 Measure)		
Number of errata and text amendments processed	13	19
3 - Conduct expansive outreach and provide educational programs (1 Measure)		
Number of outreach meetings held	4	8
3 - Website development to serve the public with zoning information (1 Measure)		
Number of unique website hits	576,518	439,899