



OFFICE OF ZONING

FY 2024 PERFORMANCE PLAN

MARCH 22, 2023

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1 OFFICE OF ZONING

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).

Services: DCOZ administers the zoning application processes 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. DCOZ also spearheads outreach to citizens of the District of Columbia to ensure a robust understanding of the zoning application process.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.

Streamline zoning regulations to enhance efficiency and transparency of zoning processes.

Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.		
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
Streamline zoning regulations to enhance efficiency and transparency of zoning processes.		
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
Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.		
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

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.					
Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order	Up is Better	100%	97.4%	98%	98%
Percent of webstreamed video of Zoning Commission and Board of Zoning Adjustment hearings and meetings that are posted to OZ's website within 48 hours of recording	Up is Better	100%	100%	98%	98%
Streamline zoning regulations to enhance efficiency and transparency of zoning processes.					
Percent of zoning certifications completed within 5 business days	Up is Better	92%	100%	98%	98%
Percent of Board of Zoning Adjustment hearings scheduled within 3 months of application acceptance (excluding recess month)	Up is Better	23.5%	50%	98%	98%
Percent of Board of Zoning Adjustment summary orders issued within 10 business days	Up is Better	98.3%	100%	98%	98%
Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.					
Percent of website inquiries responded to within 24 hours	Up is Better	93.1%	96.9%	98%	98%
Create and maintain a highly efficient, transparent, and responsive District government.					
Percentage of Board of Zoning Adjustment full orders issued within 5 months of decision.	Up is Better	New in 2023	New in 2023	New in 2023	No Target Set
Percentage of Zoning Commission orders issued within 4 months of decision.	Up is Better	New in 2023	New in 2023	New in 2023	No Target Set

Workload Measures

Measure	FY 2021	FY 2022
The Official Zoning Map		
Number of unique Zoning Map hits	120,131	118,975
Effectively process ZC and BZA applications and petitions.		
Number of Board of Zoning Adjustment cases filed	242	241
Number of Zoning Commission cases filed	68	76
Number of Board of Zoning Adjustment orders issued	192	267
Number of Zoning Commission orders issued	58	84
Number of Appeals to the DC Court of Appeals (by Calendar Year)	7	2
Number of Board of Zoning Adjustment hearings and meetings	40	44
Number of Zoning Commission hearings and meetings	69	61
Zoning Regulations of 2016		
Number of errata and text amendments processed	19	3
Conduct expansive outreach and provide educational programs		
Number of outreach meetings held	8	13
Website development to serve the public with zoning information		
Number of unique website hits	439,899	454,726