#### Office of Zoning FY2019

Agency	ency Office of Zoning		Agency Code BJO	Fiscal Year 2019
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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).

Summary of 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.

#### 2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
OZ updated the Official Zoning Map for stability and speed, and added additional data layers, PUD information and links to DCRA's website.	The updates provide staff with more project information that is readily accessible.	The updates provide the public with added information, including the amount of affordable housing units, parking spaces, and development envelope for projects that were approved by the BZA and ZC.
OZ developed a Court of Appeals module that provides up-to-date information about the status of DC Court of Appeals (DCCA) cases, and links to the DCCA website to provide added information.	Staff can easily follow the status of DCCA cases.	Citizens and staffers frequently wondered about the status of DCCA cases, and found it difficult and confusing to find that data on DCCA website. OZ module facilitates the process and provides the information in an easy to use application.
The Zoning Wizard and ZDOCS modules of the Interactive Zoning Information System (IZIS) were chosen to receive a 2019 Public Sector Innovation Award at the GCN Government Innovation Awards.	The ZDOCS module allows the Board a nd Commission to review case files in real-time.	The Zoning Wizard is innovative approach of implementing a 'TurboTax' style wizard. The design consisted of enhancing IZIS to re-organize the data entry process to be more logical and broken into easy to understand wizard like steps, while also allowing users to save partially entered data. This helps facilitate the filing of cases before the Board and Commission.

### 2019 Key Performance Indicators

completed within 5 business days

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanatic
	ew and existing he public. (2 N		es to furthe	er ensure th	at the Dis	trict of Col	umbia's z	oning proc	cesses are e	easily under	standable an
Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order	Quarterly	Not Available	100%	98%	100%	100%	100%	100%	100%	Met	
Percent of webstreamed video of ZC and 3ZA hearings and meetings that are posted to OZ's website within 48 hours of recording	Quarterly	Not Available	100%	98%	100%	100%	100%	100%	100%	Met	
2 - Streamline	zoning regulat	ions to enha	nce efficie	ncy and tra	nsparency	of zoning	processe	s. (3 Meas	sures)		
Percent of zoning certifications	Quarterly	98.8%	100%	98%	100%	100%	100%	100%	100%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Quarterly	98.6%	99.5%	98%	30.4%	100%	96.1%	92.7%	77.2%	Unmet	Between FY 18 and FY 19, OZ experienced a big increase in cases filed. This created a short backlog of cases not scheduled within 90 days. Cases that were not scheduled within three months were scheduled within less than 4 months. OZ caught up with the backlog in the 2 quarter of FY 19 through increasing the amount of cases heard in a hearing day and adding extra hearing days.
Percent of BZA summary orders issued within 10 business days	Quarterly	98.8%	100%	98% Jable zonin	100%	98.4%	100% (ebsite dev	100%	99.6%	Met	and
educational pr	ograms for Dis	trict resider	nts and busi	inesses. (1	Measure)	unougnw	rebsite de	velopmen	t, expansiv	eoutreach	and
Percent of website inquiries responded to within 24 hours	Quarterly	85.7%	93%	98%	100%	66.7%	92.3%	100%	90.6%	Nearly Met	Emails that were not responded to within 24 hours or the next business day, were responded to within 48 hours.
4 - Create and	maintain a higł	nly efficient	, transpare	nt and resp	onsive Dis	trict gove	rnment. (8	3 Measure	s)		
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	93.3%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
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)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	94.1%	No Target Set	
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)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

\*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies. \*The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any

\*The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets published to the portal after the above date were not included in the measure's calculation.

\*Due to data lags, FY 2019 data for the following core business measures will be published 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.

#### 2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - The Official Zoning Map (1 Measure)							

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Number of unique Zoning Map hits	Waiting on Data	157,650	37,103	38,978	39,687	37,590	153,358
2 - Effectively process ZC and BZA application	ns and petitio	ns. (7 Measure	es)				
Number of Board of Zoning Adjustment cases filed	257	295	92	75	83	52	302
Number of Zoning Commission cases filed	77	84	14	18	19	23	74
Number of Board of Zoning Adjustment orders issued	213	219	69	77	74	62	282
Number of Zoning Commission orders issued	67	81	27	18	19	9	73
Number of Appeals to the DC Court of Appeals (by Calendar Year)	22	18	4	7	2	1	14
Number of Board of Zoning Adjustment hearings and meetings	Waiting on Data	39	11	11	12	8	42
Number of Zoning Commission hearings and neetings	Waiting on Data	60	12	15	18	11	56
2 - Zoning Regulations of 2016 (1 Measure)							
Number of errata and text amendments processed	11	10	4	6	1	1	12
3 - Conduct expansive outreach and provide	educational p	rograms (1 Me	asure)				
Number of outreach meetings held	Waiting on Data	6	0	0	2	4	6
3 - Website development to serve the public	with zoning in	formation (1 M	Aeasure)				
Number of unique website hits	Waiting on Data	870,745	170,692	122,123	186,821	163,810	643,446

# 2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
	new and existing technolo le to the public. (3 Activiti	gies to further ensure that the District of Columbia's zoning processes are easily unde es)	erstandable
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
2 - Streamline	e zoning regulations to en	hance 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
		d understandable zoning process through website development, expansive outreac ents and businesses. (2 Activities)	h and
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 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Court of Ap	opeals Information (1 Strategic Initia	tive)		
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.	Complete	In FY19, OZ leveraged technology to develop an appeals court data dashboard that provides 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. https://app.dcoz.dc.gov/CourtAppeals/CourtRecords.aspx	
The Officia	I 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.	Complete	In FY19, OZ worked to develop new upgrades to the Zoning Map in an effort to provided added information to the public. The upgrades included upgrading the JavaScript API from ESRI 3.X to 4.X for stability and speed, greater options for the measurement tools, additional layers to display development standards, Zone Type search includes Development Standard results, PUD search that display more information, and Buffer Search and Draw search that allows for more useful CSVs to export data tables. http://maps.dcoz.dc.gov/zr16/	While the office
Website de	evelopment to serve the public with	zoning informati	on (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.	Complete	OZ developed an analytic dashboard that uses data to produce a projected timeline for BZA cases using real case data. https://app.dcoz.dc.gov/Analytics/Analytics.aspx	