OFFICE OF ZONING

FY 2023 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 16, 2024

GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

CONTENTS

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   2023 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
OZ developed a new interactive Zoning Handbook that will assist the public to better understand zoning in the District of Columbia.	Employees use the handbook on a daily basis to assist the public.	Resident can now have a better understanding about how zoning affects their property.
OZ worked with the Mayor's Office of Racial Equity (MORE), Council's Office of Racial Equity (CORE), and the general public to provide fine tune the Zoning Commission's Racial Equity Tool to ensure that cases are analyzed through a racial equity lens.	A more robust Racial Equity tool enables the Commission to more effectively analyze projects through a racial equity lens to meet the needs of underserved communities.	A more robust Racial Equity tool enables the Commission to more effectively analyze projects through a racial equity lens to meet the needs of underserved communities.

3 2023 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.

4   2023 OPERATIONS

Operation Title	Operation Description
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: Key Project	OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.
Interactive Zoning Information System (IZIS): Key Project	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.
Court of Appeals Information: Daily Service	The decisions of the BZA and ZC can be appealed to the DC Court of Appeals for review.
Streamline zoning regulations to enhance efficiency and transparency of zoning processes.	
Zoning Regulations of 2016: Key Project	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.
Effectively process ZC and BZA applications and petitions.: Daily Service	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.
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: Daily Service	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.
Conduct expansive outreach and provide educational programs: Daily Service	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.

5 2023 STRATEGIC INITIATIVES

In FY 2023, Office of Zoning had 3 Strategic Initiatives and completed 66.67%.

Title	Description	Update
Clearing the BZA Order Backlog	In FY23, OZ will work towards clearing the BZA full order backlog, so that applicants/appellants can expect a level of predictability in the issuance of orders.	Completed to date: 0-24% OZ continues to work on the backlog. Issuing 20 orders thus far with several being well over a year old. This initiative is a long-term initiative. While 20 orders were issued another approximate 20 were drafted and are under final review. OZ is confident that it will be able to work through the backlog in the coming years.
Racial Equity Comp Pan Analysis	In FY23 OZ will work with the Mayor's Office of Racial Equity (MORE), Council's Office of Racial Equity (CORE), and the general public to provide fine tune the Zoning Commission's Racial Equity Tool to ensure that cases are analyzed through a racial equity lens.	Completed to date: Complete The OZ has worked with stakeholders to further perfect the Racial Equity Tool. The Zoning Commission released a revised Racial Equity Tool on February 3, 2023.
Upgrades to IZIS and OZ's Website	In FY2023, OZ will upgrade IZIS and its website to conform with the DC.GOV websites so that the public can access information in a more intuitive environment.	Completed to date: Complete In the 4th quarter OZ continued to add components to its website including updates to the Zoning Map and the internal modules of IZIS.

6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
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%	100%	100%	100%	88.9%	96.7%	98%	Nearly Met	One out of 30 map updates was not completed on time.
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%	100%	100%	100%	100%	100%	98%	Met	
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%	100%	95%	100%	100%	97.2%	98%	Nearly Met	One of 36 Zoning Certifications was not completed within 5 days.
Percent of Board of Zoning Adjustment hearings scheduled within 3 months of application acceptance (excluding recess month)	Up is Better	23.5%	50%	51.3%	27.8%	18.2%	53.8%	36.1%	98%	Unmet	The OZ still faces an increased caseload, but in the last quarter had over 50% of the cases filed scheduled within 3 months.
Percent of Board of Zoning Adjustment summary orders issued within 10 business days	Up is Better	98.3%	100%	100%	100%	100%	100%	100%	98%	Met	
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%	90.9%	91.3%	95.7%	73.1%	86.7%	98%	Unmet	OZ updated its mail system, which led to email notification issues. The system has been fixed for FY 2024.
Create and maintain a highly efficient, transparent, and responsive District government.											
Percentage of Zoning Commission orders issued within 4 months of decision.	Up is Better	New in 2023	New in 2023	100%	91.7%	66.7%	57.7%	75.9%	New in 2023	New in 2023	
Percentage of Board of Zoning Adjustment full orders issued within 5 months of decision.	Up is Better	New in 2023	New in 2023	0%	50%	28.6%	20%	20%	New in 2023	New in 2023	

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
The Official Zoning Map							
Number of unique Zoning Map hits	120,131	118,975	37,423	28,858	28,764	17,951	112,996
Effectively process ZC and BZA applications and petitions.							
Number of Board of Zoning Adjustment cases filed	242	241	43	37	65	38	183
Number of Zoning Commission cases filed	68	76	19	29	23	13	84
Number of Board of Zoning Adjustment orders issued	192	267	50	32	51	40	173
Number of Zoning Commission orders issued	58	84	13	17	15	24	69
Number of Appeals to the DC Court of Appeals (by Calendar Year)	7	2	2	0	1	0	3
Number of Board of Zoning Adjustment hearings and meetings	40	44	10	11	10	9	40
Number of Zoning Commission hearings and meetings	69	61	18	17	19	22	76
Zoning Regulations of 2016							
Number of errata and text amendments processed	19	3	0	0	1	4	5
Conduct expansive outreach and provide educational programs							
Number of outreach meetings held	8	13	1	0	7	1	9
Website development to serve the public with zoning information							
Number of unique website hits	439,899	454,726	95,210	131,818	139,097	98,945	465,070