



OFFICE OF ZONING
PROPOSED FY 2025 PERFORMANCE PLAN
APRIL 3, 2024

CONTENTS

- Contents** **2**
- 1 Office of Zoning** **3**
- 2 Proposed 2025 Objectives** **4**
- 3 Proposed 2025 Operations** **5**
- 4 Proposed 2025 Key Performance Indicators and Workload Measures** **6**

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 2025 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 2025 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 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Target | FY 2025 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 | 97.4% | 96.7% | 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 | 100% | 97.2% | 98% | 98% |
| Percent of Board of Zoning Adjustment hearings scheduled within 3 months of application acceptance (excluding recess month) | Up is Better | 50% | 36.1% | 98% | 98% |
| Percent of Board of Zoning Adjustment summary orders issued within 10 business days | Up is Better | 100% | 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 | 96.9% | 86.7% | 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 | 20% | 20% | 20% |
| Percentage of Zoning Commission orders issued within 4 months of decision. | Up is Better | New in 2023 | 75.9% | 80% | 80% |
| Percent of new hires that are District residents | Up is Better | New in 2023 | 100% | No Target Set | No Target Set |
| Percent of employees that are District residents | Up is Better | New in 2023 | 58.3% | No Target Set | No Target Set |
| Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time. | Up is Better | New in 2023 | No Applicable Incidents | No Target Set | No Target Set |

Key Performance Indicators (continued)

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Target | FY 2025 Target |
|--|----------------|-------------|---------------|----------------|----------------|
| Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia | Up is Better | New in 2023 | 100% | No Target Set | No Target Set |
| Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years. | Up is Better | New in 2023 | Not Available | No Target Set | No Target Set |

Workload Measures

| Measure | FY 2022 | FY 2023 |
|--|---------|---------|
| The Official Zoning Map | | |
| Number of unique Zoning Map hits | 118,975 | 112,996 |
| Effectively process ZC and BZA applications and petitions. | | |
| Number of Board of Zoning Adjustment cases filed | 241 | 183 |
| Number of Zoning Commission cases filed | 76 | 84 |
| Number of Board of Zoning Adjustment orders issued | 267 | 173 |
| Number of Zoning Commission orders issued | 84 | 69 |
| Number of Appeals to the DC Court of Appeals (by Calendar Year) | 2 | 3 |
| Number of Board of Zoning Adjustment hearings and meetings | 44 | 40 |
| Number of Zoning Commission hearings and meetings | 61 | 76 |
| Zoning Regulations of 2016 | | |
| Number of errata and text amendments processed | 3 | 5 |
| Conduct expansive outreach and provide educational programs | | |
| Number of outreach meetings held | 13 | 9 |
| Website development to serve the public with zoning information | | |
| Number of unique website hits | 454,726 | 465,070 |