Department of Consumer and Regulatory Affairs FY2017

Agency	Department of Consumer and Regulatory Affairs		**Agency Code** CR0	**Fiscal Year** 2017

Mission The Department of Consumer and Regulatory Affairs (DCRA) protects the health, safety, economic interests, and quality of life of residents, businesses, and visitors in the District of Columbia by ensuring code compliance and regulating business.

▼ 2017 Strategic Objectives

Objective Number	Strategic Objective
1	Provide timely and efficient business processes to promote and improve the progression and development of the District.
2	Provide accurate, thorough and efficient plan reviews within the specified timeframes to effectively issue permits to the residents and project developers of the District of Columbia
3	Provide effective enforcement of vacant and blighted surveying, and the notice of violation and fining process, to allow for additional options for affordable housing.
4	Provide timely and efficient Residential, Commercial, and Illegal construction inspections to improve the safety and progression of the District of Columbia.
5	Create and maintain a highly efficient, transparent and responsive District government.**

▼ 2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Provide timely and efficient business processes to promote and improve the progression and development of the District. (7 Measures)									
Percentage of Business licenses issued within 1 business day. (New)	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	40%
Percentage of eligible business licenses that renew	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	50%
Percentage of Business Licenses Renewed within 3 business day	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	40%
Percentage of completed special event applications processed within 1 business day.	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	100%
Percentage of Corporate Registrations processed within 5 business day	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	80%
Percentage of Professional Licenses issued within 3 business days	✔	Quarterly		Not available	100%	100%	100%	New Measure	80%
Percentage of pre-license investigations completed by regulatory investigations within 5 business days	☐	Quarterly		Not available	100%	101.36%	100%	98.11%	100%
2 - Provide accurate, thorough and efficient plan reviews within the specified timeframes to effectively issue permits to the residents and project developers of the District of Columbia (3 Measures)									
Percentage of electronic applications (Project Dox) completed within 30 days (not including sister agencies).	✔	Quarterly		Not available	100%	100%	100%	New Measure	100%
Percentage of walk-through applications reduced	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	10%
Percentage increase of customers paying for permit issuance online.	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	85%
3 - Provide effective enforcement of vacant and blighted surveying, and the notice of violation and fining process, to allow for additional options for affordable housing. (3 Measures)									
Percentage of vacant/blighted referrals scheduled within 2 business days	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	80%

Measure		Frequency							
Percentage of referrals surveyed within 5 business days of being scheduled	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	80%
Percentage of abatements completed within 5 business days, after the Notice of Violation is issued.	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	60%

4 – Provide timely and efficient Residential, Commercial, and Illegal construction inspections to improve the safety and progression of the District of Columbia.   (3 Measures)

Measure		Frequency							
Percentage of inspection requests scheduled within 2 days	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	75%
Percentage of initial inspections completed within 7 business days (Residential, proactive, commercial, illegal)	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	75%
Percentage of inspections resulted (with NOV or inspection reports) within 30 days	✔	Quarterly		Not available	Not available	Not available	Not available	New Measure	75%

5 – Create and maintain a highly efficient, transparent and responsive District government. ** (9 Measures)**

Measure									
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	✔			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement- Contracts lapsed into retroactive status	✔			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	✔			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	✔			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service- Meeting Service Level Agreements	✔			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Vacancy Rate	✔			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee District residency	✔			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee Onboard Time	✔			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	✔			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide timely and efficient business processes to promote and improve the progression and development of the District. (6 Activities)			
BUSINESS SERVICE CENTER	Business License Issuance	Issuing and renewing business licenses.	Daily Service
CORPORATION DIVISION	Corporate Registrations	The vehicle for which residents can create and register corporate entities.	Daily Service
OCCUPATIONAL AND PROFESSIONAL LICENSING	Professional Licensing Issuance	Responsible for issuing and testing for professional and occupational licensing.	Daily Service
REGULATORY INVESTIGATIONS	Business Investigations	Investigating district businesses upon their creation and renewal. Also investigates businesses to ensure compliance with applicable regulations.	Daily Service

BUSINESS SERVICE CENTER	Special Event Approval	Issue and provide approvals for special events held on public spaces.	Daily Service
WEIGHTS AND MEASURES	Weighing Devices Registered	Weights and Measures division conduct onsite visits to test weighing devices and register them if the meet our standards.	Daily Service

2 - Provide accurate, thorough and efficient plan reviews within the specified timeframes to effectively issue permits to the residents and project developers of the District of Columbia (4 Activities)

PERMITS	Permit issuance	Issue permits for the following areas: Building, supplemental, post card, home occupational and certificate of occupancy permits.	Daily Service
PLAN REVIEW	Permit Plan Reviews	Review of plans and blueprints submitted for permit issuance.	Daily Service
SURVEYOR	Issuance and Maintaining of land survey plats	Maintain and issue land survey plats and land records in the District.	Daily Service
PERMITS	Address Issuance	Issue new addresses for new construction, or change addresses for existing structures.	Daily Service

3 - Provide effective enforcement of vacant and blighted surveying, and the notice of violation and fining process, to allow for additional options for affordable housing. (5 Activities)

VACANT PROPERTY	Vacant building	Responsible for the registration, maintenance and tracking of all non-government buildings and structures in the District	Daily Service
PROPERTY MANAGEMENT	Board of Condemnation for Insanitary Buildings	Manages the Board of Condemnation for Insanitary Buildings	Daily Service
PROPERTY MANAGEMENT	Civil Infractions	Processes civil infractions through the hearing, and responsible for collecting fines	Daily Service
SCHEDULING & ENFORCEMENT UNIT	Abatement	Coordinate the abatement of properties and structures with code violations	Daily Service
PROPERTY MANAGEMENT	Liens and Fines	Place liens on properties with outstanding fines/fees through the special assessment process.	Daily Service

4 - Provide timely and efficient Residential, Commercial, and Illegal construction inspections to improve the safety and progression of the District of Columbia. (5 Activities)

CONSTRUCTION COMPLIANCE	Construction Inspections	Inspecting construction sites for code compliance and proper permits	Daily Service
RESIDENTIAL INSPECTIONS	Housing inspections	Housing Inspections Program ensures habitable housing by answering tenant's requests for residential inspections	Daily Service
RESIDENTIAL INSPECTIONS	Proactive inspections.	Proactively inspect residential apartment units for code compliance, to prevent hazards or harsh living conditions for tenants.	Daily Service
CONSTRUCTION COMPLIANCE	Specialty Inspections Program	Responsible for inspecting and approving boilers approving boilers and elevators across properties in the District.	Daily Service
CONSTRUCTION COMPLIANCE	Third Party inspections Program	Third Party Inspections are conducted to ensure quality inspections are being performed by third party inspection agencies.	Daily Service

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Business Investigations (3 Measures)								
Number of Investigations conducted	✔		Number of Investigations conducted	# of Investigations conducted	Quarterly	Not available	Not available	New Measure
Number of cases that required Enforcement Action	✔		Number of cases that required Enforcement Action	# of cases that required Enforcement Action	Quarterly	Not available	Not available	New Measure
Number of business compliance surveys conducted	✔		Number of business compliance surveys conducted	# of business compliance surveys conducted	Quarterly	Not available	Not available	New Measure
1 - Business License Issuance (7 Measures)								
Number of applicantions submitted for new business licenses	✔		Number of applicantions processed for new business licenses	# of applicantions processed for new business licenses	Quarterly	Not available	Not available	New Measure
Number of Elevator Certificates issued	✔		Number of Elevator Certificates issued	# of Elevator Certificates issued	Quarterly	Not available	Not available	New Measure
Number of business licenses renewed	✔		Number of business licenses renewed	# of business licenses renewed	Quarterly	Not available	Not available	New Measure

Number of Business Licenses issued	✔		Number of Business Licenses issued	# of business licenses issued	Quarterly	Not available	Not available	New Measure
Number of group workshops held by the Small Business Resource Center	✔		Number of group workshops held by the Small Business Resource Center	# of group workshops held by the Small Business Resource Center	Quarterly	Not available	Not available	New Measure
Number of customers serviced by the Small Business Resource Center	✔		Number of customers serviced by the Small Business Resource Center	# of customers serviced by the Small Business Resource Center	Quarterly	Not available	Not available	New Measure
Number of Outreach Events Attended by SBRC Staff	✔		Number of events attended by SBRC Staff	# of events attended by SBRC Staff	Quarterly	Not available	Not available	New Measure
1 - Corporate Registrations (2 Measures)								
Number of corporate entities registered	✔		Number of corporate entities registered	# of corporate entities registered	Quarterly	Not available	Not available	New Measure
Number of other corporate flings registered	✔		Number of other corporate flings registered	# of other corporate flings registered	Quarterly	Not available	Not available	New Measure
1 - Professional Licensing Issuance (3 Measures)								
Number of Professional Licenses issued	✔		Number of Professional Licenses issued	# of Professional Licenses issued.	Quarterly	Not available	Not available	New Measure
Number of applicants tested	✔		Number of applicants tested	# of applicants tested	Quarterly	Not available	Not available	New Measure
Number of Professional Licenses Renewed	✔		Number of Professional Licenses Renewed	# Professional Licenses Renewed	Quarterly	Not available	Not available	New Measure
1 - Special Event Approval (1 Measure)								
Number of special events issued	✔		Number of special events approved	# number of special events approved	Quarterly	Not available	Not available	New Measure
1 - Weighing Devices Registered (1 Measure)								
Number of weighing and measuring devices approved	✔		Number of devices approved	# of devices approved	Quarterly	Not available	Not available	New Measure
2 - Address Issuance (1 Measure)								
Number of addresses issued	✔		Number of addresses issued	# of structures given a address	Quarterly	Not available	Not available	New Measure
2 - Issuance and Maintaining of land survey plats (4 Measures)								
Number of Plats prepared	✔		Number of Plats prepared	# of Plats prepared	Quarterly	Not available	Not available	New Measure
Number of plats processed with expedited service	✔		Number of plats processed using the expedited service	# of plats issued using the expedited service	Quarterly	Not available	Not available	New Measure
Number of Sub-Divisions processed	✔		Number of Sub-Divisions processed	# of Sub-Divisions processed	Quarterly	Not available	Not available	New Measure
Number of Street or Alley closings processed	✔		Number of Street or Alley closings processed	# of Street or Alley closings processed	Quarterly	Not available	Not available	New Measure
2 - Permit issuance (4 Measures)								
Number of permits issued	✔		Number of permits issued	# of permits issued	Quarterly	Not available	Not available	New Measure
Number of Permit applications submitted	✔		Number of Permit applications submitted	# of Permit applications submitted	Quarterly	Not available	Not available	New Measure
Number of Certificates of Occupancy issued	✔		Number of Certificates of Occupancy issued	# of Certificates of Occupancy issued	Quarterly	Not available	Not available	New Measure
Number Permit applications submitted online	✔		Number of Permit applications submitted	# of Permit applications submitted	Quarterly	Not available	Not available	New Measure
3 - Abatement (3 Measures)								
Number of Buildings abated	✔		Number of Buildings abated	# of Buildings abated	Quarterly	Not available	Not available	New Measure

Number of properties requiring contractor abatement.	✔		Number of properties abated by contractors	# of properties abated	Quarterly	Not available	Not available	New Measure
Number of Vacant lots Abated	✔		Number of vacant lots abated	# of vacant lots abated	Quarterly	Not available	Not available	New Measure
3 - Civil Infractions (1 Measure)								
Number of infraction notices issued	✔		Number of infraction notices issued	# of infraction notices issued	Quarterly	Not available	Not available	New Measure
3 - Liens and Fines (1 Measure)								
Number of Liens issued	✔		Number of Liens issued	# number of liens	Quarterly	Not available	Not available	New Measure
3 - Vacant building (2 Measures)								
Number of Vacant buildings Surveyed	✔		Number of Vacant buildings Surveyed	# of Vacant buildings Surveyed	Quarterly	Not available	Not available	New Measure
Number of vacant Lots inspected	✔		Number of vacant lots inspected by Enforcment	# of vacant lots inspected	Quarterly	Not available	Not available	New Measure
4 - Construction Inspections (2 Measures)								
Number of Illegal constructions inspections conducted.	✔		Number of Illegal Construction inspections.	# of Illegal construction inspections.	Quarterly	Not available	Not available	New Measure
Number of Permit Construction inspections conducted	✔		Number of routine inspections conducted	# of routine inspections conducted	Quarterly	Not available	Not available	New Measure
4 - Housing inspections (1 Measure)								
Number of Residential Inspections conducted.	✔		number of housing inspections	# of housing inspections	Quarterly	Not available	Not available	New Measure
4 - Proactive inspections. (1 Measure)								
Number of Proactive Inspections conducted	✔		Number of Proactive Inspections conducted	# of proactive inspections conducted	Quarterly	Not available	Not available	New Measure
4 - Specialty Inspections Program (2 Measures)								
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters).	✔		Number of conveyances inspections conducted	# of conveyances inspections conducted	Quarterly	Not available	Not available	New Measure
Number of Boiler inspections conducted	✔		Number of Boiler inspections conducted	# of Boiler inspections conducted	Quarterly	Not available	Not available	New Measure
4 - Third Party inspections Program (2 Measures)								
Number of Quality Control inspections performed on Third Party Inspections	✔		Number of quality control inspections	# of quality control inspections	Quarterly	Not available	Not available	New Measure
Number of Third Party reports entered into Accela	✔		number of third Party reports received from third party inspection agencies	# of third Party reports received from third party inspection agencies	Quarterly	Not available	Not available	New Measure

🔽 2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
BUSINESS SERVICE CENTER (1 Strategic Initiative-Operation Link)		
Increase utilization of licensing online applications and renewals	To improve utilization, DCRA will increase marketing and advertising efforts to include Social Media marketers; in-house training for community stakeholders; recorded webinar; and a road show with demos and step by step instructions. Undertaking this effort will increase the usage of our online business portal making it easier and more seamless for customers to do business with DCRA and the District. In FY17, DCRA will report on the quarterly percentage rate of businesses who use the online system.	09-30-2017
CONSTRUCTION COMPLIANCE (1 Strategic Initiative-Operation Link)		

Increase efficiency in permit based inspections.	DCRA will soft launch both mobile and web based inspection modules. The mobile inspection module will enable DCRA inspectors to electronically complete inspection reports while in the field and reduce paper processing within the agency. It will speed the delivery of information to the property owner, neighbors, and other interested parties. The web-based inspection module will allow permit holders to use their smartphone, tablet or other web-based electronic device to schedule inspections, confirm inspector arrival and receive electronic confirmation of inspection results.	09-30-2017

CORPORATION DIVISION (1 Strategic Initiative-Operation Link)

In FY 17, BPLA will initiate the process to significantly enhance the functionality of the CorpOnline system	In FY 17, Business and Professional Licensing Administration will initiate the process to significantly enhance the functionality of the CorpOnline system with the goal of improving the customer experience for our 100,000 Corporate customers. This initiative is expected to cross fiscal years due to the complexity; logistics of budgeting and procurement; and IT priorities. In FY 17 the goals are to: -Provide more available services online. -Complete back office enhancements that will improve data collection. By accomplishing the goals above, the agency will be in a position to continue enhancing the CorpOnline system with the following goals in FY18. -Create a more user friendly landing page for the customers. -Have a "Cleaner" design image. -Have more intuitive web forms and data entry fields. -Increased use of "Wizards" to direct customers to the correct information and more efficient processing for staff. -Better integration with the DC Business Portal	09-30-2018

PERMITS (1 Strategic Initiative-Operation Link)

Increase the accuracy in permit applications submitted via paper or online in ProjectDox.	DCRA will work with The Lab@DC in the Office of the City Administrator to review and improve permitting forms used by the public. The effort will look for ways to modify permitting application forms primarily used by customers to make them more user-friendly and simplified so that DCRA receives the most accurate and concise information at the beginning of the application process. The goal of this modification is to reduce the number submission errors by the public and decrease the processing time for permit applications.	09-30-2017

PLAN REVIEW (2 Strategic initiative-operation links)

Increase outreach and training of permit application requirements across customer base.	DCRA will engage external stakeholders to increase the customer knowledge of updates to the Construction Codes, Zoning Regulations and online system requirements to improve plan submission at the beginning of the application process. If customers have a simplified process to follow and a better understanding of what is needed prior to submission, there should be a reduction in errors submitted and a reduction in second and third reviews. This will create a more efficient and expeditious experience for the customer.	09-30-2017
Increase the efficiency of permit applications and issuance for homeowners.	Following our Safe and Simple Initiative, which is our commitment in making certain that every service, new and old, contributes to our goal of simplifying our customer's interactions with our agency's processes and, most importantly, keeps District residents and visitors safe; DCRA will implement standardized guide sheet templates for homeowners to follow when submitting permit applications. This will decrease the time for plan review and issuance for District homeowners and provide a simple process to ensure safety. The guide sheets will be introduced beginning second quarter of FY17.	03-31-2017

RESIDENTIAL INSPECTIONS (1 Strategic Initiative-Operation Link)

Increase proactive building wide inspections for multi-family dwellings.	In FY 2017, DCRA will increase the number of residential multi-family building wide inspections by 25%. Proactive inspections can help reduce the number of building closures and emergency abatements and increase the number of referrals to the Department of Housing and Community Development (DHCD) for the small landlord rehab program.	09-30-2017

VACANT PROPERTY (1 Strategic Initiative-Operation Link)

Increase vacant property inspection rate	In FY17, DCRA will realize operational efficiency from the realignment of the Housing Inspectors to the Enforcement Division. Specifically, both Enforcement and Housing Code Inspectors will be used to complete surveys of vacant referrals in order to maximize human capital and respond quicker and more proactively to the concerns of vacant properties in the District. Aligning the human capital resources under one division, will allow for better organization, more efficiency in identification and response, and better efficacy in resources.	09-30-2017