### Office of Zoning FY2017

Agency Office of Zoning Agency Code BJ0 Fiscal Year 2017

**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).

#### 2017 Strategic Objectives

| Objective<br>Number | Strategic Objective  |
|---------------------|--|
| 1                   | Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.                    |
| 2                   | Streamline zoning regulations to enhance efficiency and transparency of zoning processes.  |
| 3                   | Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach, and educational programs for District residents and businesses. |
| 4                   | Create and maintain a highly efficient, transparent and responsive District government.**  |

### 2017 Key Performance Indicators

| Measure  | New<br>Measure/<br>Benchmark<br>Year | Frequency<br>of<br>Reporting | Add Data<br>Fields (if<br>applicable) | FY 2014<br>Actual              | FY 2015<br>Target              | FY 2015<br>Actual              | FY 2016<br>Target              | FY 2016<br>Actual              | FY 2017<br>Target             |
|--|--------------------------------------|------------------------------|---------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|-------------------------------|
| 2 - Streamline zoning  | regulation                           | s to enhan                   | ce efficienc                          | y and transpa                  | rency of zoni                  | ng processes                   | . (3 Measure                   | s)                             |                               |
| Percent of zoning certifications completed within 5 business days  |                                      | Quarterly                    |                                       | 100%                           | 90%                            | 97.9%                          | 95%                            | 99.09%                         | 98%                           |
| Percent of BZA<br>summary orders issued<br>within 10 business days   |                                      | Quarterly                    |                                       | 98.41%                         | 90%                            | 99.4%                          | 95%                            | 100%                           | 98%                           |
| Percent of BZA hearings<br>scheduled within 3<br>months of application<br>acceptance (excluding<br>recess month) |                                      | Quarterly                    |                                       | 100%                           | 90%                            | 100%                           | 95%                            | 100%                           | 98%                           |
| 3 - Create a convenie educational programs   |                                      |                              |                                       |                                |                                | website deve                   | elopment, exp                  | ansive outre                   | ach, and                      |
| Percentage of website inquiries responded to within 24 hours   |                                      | Quarterly                    |                                       | 97.18%                         | 98%                            | 97.7%                          | 98%                            | 92.59%                         | 98%                           |
| 4 - Create and mainta  | ain a highly                         | efficient, t                 | ransparent                            | and responsi                   | ve District gov                | /ernment.**                    | (9 Measures                    | )                              |                               |
| Contracts/Procurement-<br>Expendable Budget<br>spent on Certified<br>Business Enterprises                        | ~                                    |                              |                                       | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcomin<br>October<br>2017 |
| Contracts/Procurement-<br>Contracts lapsed into<br>retroactive status  | ~                                    |                              |                                       | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcomin<br>October<br>2017 |
| Budget- Local funds<br>unspent   | ~                                    |                              |                                       | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcomin<br>October<br>2017 |
| Budget- Federal Funds<br>returned  | ~                                    |                              |                                       | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcomin<br>October<br>2017 |
| Customer Service-<br>Meeting Service Level<br>Agreements   | ~                                    |                              |                                       | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcomin<br>October<br>2017 |
| Human Resources-<br>Vacancy Rate   | ~                                    |                              |                                       | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcomin<br>October<br>2017 |
| Human Resources-<br>Employee District<br>residency   | ~                                    |                              |                                       | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcomin<br>October<br>2017 |
| Human Resources-<br>Employee Onboard<br>Time   | ~                                    |                              |                                       | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcomin<br>October<br>2017 |
| Performance<br>Management-<br>Employee Performance<br>Plan Completion  | ~                                    |                              |                                       | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcoming<br>October<br>2017 | Forthcomin<br>October<br>2017 |

| Operations<br>Header | Operations Title  | Operations Description   |                  |  |  |
|----------------------|---|--|------------------|--|--|
|                      | age new and existing techr<br>ndable and accessible to th   | nologies to further ensure that the District of Columbia's zoning processes are easily e public. (2 Activities)  |                  |  |  |
| ZONING<br>SERVICES   | The Official Zoning Map                                     | DCOZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.  | Key<br>Project   |  |  |
| ZONING<br>SERVICES   | Interactive Zoning<br>Information System (IZIS)             | DCOZ reviews and accepts applications, schedules public hearings and meetings, and issues legal orders that document the decisions of both the ZC and the BZA. This process is managed through the IZIS system.      | Key<br>Project   |  |  |
| 2 - Stream           | nline zoning regulations to                                 | enhance efficiency and transparency of zoning processes. (2 Activities)  |                  |  |  |
| ZONING<br>SERVICES   | Zoning Regulations of 2016                                  | $\ensuremath{DCOZ}$ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.   | Key<br>Project   |  |  |
| ZONING<br>SERVICES   | Effectively process ZC and BZA applications and petitions.  | DCOZ reviews and accepts applications, schedules public hearings and meetings, and issues legal orders that document the decisions of both the ZC and the BZA.   | Daily<br>Service |  |  |
|                      |   | , and understandable zoning process through website development, expansive outrea sidents and businesses. (2 Activities)   | ch, and          |  |  |
| ZONING<br>SERVICES   |   |  | Daily<br>Service |  |  |
| ZONING<br>SERVICES   | Conduct expansive outreach and provide educational programs | DCOZ 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<br>Service |  |  |

## 2017 Workload Measures

| Measure   | New<br>Measure/<br>Benchmark<br>Year | Add Historical<br>and Target Data<br>(FY17) | Numerator Title   | Units                   | Frequency<br>of<br>Reporting | FY 2014          | FY 2015          | FY 2016<br>Actual |
|---|--------------------------------------|---|---|-------------------------|------------------------------|------------------|------------------|-------------------|
| 2 - Effectively process ZC a  | ınd BZA app                          | lications and pe                            | etitions. (5 Measures)  |                         |                              |                  |                  |                   |
| Number of Board of Zoning<br>Adjustment cases filed                   |                                      |   | Number of Board of Zoning<br>Adjustment cases filed                   | Number of cases         | Quarterly                    | 208              | 279              | 237               |
| Number of Zoning<br>Commission cases filed                            |                                      |   | Number of Zoning<br>Commission cases filed                            | Number of cases         | Quarterly                    | 57               | 56               | 73                |
| Number of Board of Zoning<br>Adjustment orders issued                 |                                      |   | Number of Board of Zoning<br>Adjustment orders issued                 | Number of orders issued | Quarterly                    | 178              | 208              | 221               |
| Number of Zoning<br>Commission orders issued                          |                                      |   | Number of Zoning<br>Commission orders issued                          | Number of orders issued | Quarterly                    | 47               | 54               | 50                |
| Number of Appeals to the DC<br>Court of Appeals (by Calendar<br>Year) |                                      |   | Number of Appeals to the DC<br>Court of Appeals (by<br>Calendar Year) | Number of appeals       | Quarterly                    | 7                | 11               | 15                |
| 2 - Zoning Regulations of 2   | 2016 (1 Me                           | easure)                                     |   |                         |                              |                  |                  |                   |
| Number of errata and text amendments processed                        | ¥                                    |   | Number of errata and text amendments processed                        | Number of cases         | Quarterly                    | Not<br>available | Not<br>available | New<br>Measure    |

# 2017 Strategic Initiatives

| Strategic<br>Initiative<br>Title | Strategic Initiative Description   | Proposed<br>Completion<br>Date |  |  |  |  |  |  |  |
|----------------------------------|--|--------------------------------|--|--|--|--|--|--|--|
| ZONING SI                        | ZONING SERVICES (5 Strategic initiative-operation links)   |                                |  |  |  |  |  |  |  |
| Community<br>Outreach            | The Zoning Regulations of 2016 (ZR16) are effective as of September 6, 2016. DCOZ plans to conduct public outreach across the City to provide the citizens information pertaining to the new regulations. An informed public will be able to better navigate the new regulations and the zoning process.   | 09-30-2017                     |  |  |  |  |  |  |  |
| Enhanced<br>Website              | In FY16, DOCZ continued to update its website to include additional information for the public to easily access zoning information. In FY17, DCOZ will continue to add information and make upgrades to its website, including but not limited to upgrading to the Drupal platform, upgrading the calendar, and improving the mobile accessibility. These updates will further expand available access platforms and facilitate user access to the wealth of information on the DCOZ website. DCOZ will continue to expand the website's interactivity and information to provide first rate 24/7 zoning services to District residents. | 09-30-2017                     |  |  |  |  |  |  |  |
| IZIS                             | DCOZ has completed all of the reminaing workflows and has updated the workflows to reflect the new ZR16. DCOZ will continue to update the system to enhance both the external and internal user experience. The updates will enhance the IZIS user interface to improve or simplify the user experience in filing new cases and documents, and viewing case information, and internally facilitate the processing of BZA and ZC cases.   | 09-30-2017                     |  |  |  |  |  |  |  |

| Zoning Map | In FY16, DCOZ released the new Zoning Map that reflects ZR16. In FY17, DCOZ will begin work to develop a 3D Decision Support System for the ZC and the BZA to assist in the review of cases brought before them. The system will enable 3D models of projects submitted for approval by either the ZC or BZA to be electronically placed in context of the project site and reviewed for their impact on the built environment, and their compatibility with the surrounding zoning. This will better enable the BZA, ZC, DCOP, and the general public to understand the context of the project with the surrounding neighborhood. | 09-30-2018 |
|------------|--|------------|
| ZR16       | The ZR16 is effective as of September 6, 2016. DCOZ will work with DCOP to process corrections to the ZR16. These efforts will produce a more effective zoning code for the District.  | 09-30-2017 |

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