

## FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

## 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.

## FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
OZ released an interactive ZC and BZA calendar with links to case files, video and with information that is updated in real-time.	The update of information to the calendar is automatic through the Interactive Zoning Information System.	The release of the calendar will make it easier for residents to obtain information about zoning matters in their neighborhoods.
OZ updated its audio-visual systems to provide the public with better streamed coverage of and hearing room access to ZC and BZA meetings and hearings.	It allows for better coverage of hearings and meetings.	The video quality including split screen coverage allows users to better view proceedings. In the hearing room screens have been added to give the audience and the Board/Commission a better view of presentation materials.
The Office of Zoning processed 324 ZC and BZA cases in FY 2017, which is up 5% from the prior fiscal year.	OZ worked diligently to process these cases and to assist the public through the zoning process.	The efficient processing of cases before the BZA and ZC leads to predictability in the zoning process.

## 2017 Strategic Objectives

Objective 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	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
<b>2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (3 Measures)</b>									
Percent of zoning certifications completed within 5 business days	Quarterly	98%	100%	96.9%	100%	100%	98.8%	Met	
Percent of BZA summary orders issued within 10 business days	Quarterly	98%	97.4%	100%	97.5%	100%	98.8%	Met	
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Quarterly	98%	94.9%	100%	100%	100%	98.6%	Met	
<b>3 - Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach, and educational programs for District residents and businesses. (1 Measure)</b>									
Percentage of website inquiries responded to within 24 hours	Quarterly	98%	Waiting on Data	100%	80%	84.6%	85.7%	Unmet	The email answering system was after the agency was no longer able to receive email inquiries. OZ built a new system that has had challenges in delivering notifications to staff who respond. OZ is confident these issues will be fixed for FY2018.

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
<b>2 - Effectively process ZC and BZA applications and petitions. (5 Measures)</b>						
Number of Board of Zoning Adjustment cases filed	Quarterly	61	59	70	67	257
Number of Zoning Commission cases filed	Quarterly	16	21	27	13	77
Number of Board of Zoning Adjustment orders issued	Quarterly	51	57	54	51	213
Number of Zoning Commission orders issued	Quarterly	19	12	21	15	67
Number of Appeals to the DC Court of Appeals (by Calendar Year)	Quarterly	2	7	5	8	22
<b>2 - Zoning Regulations of 2016 (1 Measure)</b>						
Number of errata and text amendments processed	Quarterly	1	6	4	0	11

## 2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
<b>ZONING SERVICES (5 Strategic initiatives)</b>				
Community 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.	Complete	In the fourth quarter OZ continued its ANC outreach and also had an outreach session with the Real Property Tax Appeals Commission.	
Enhanced Website	In FY16, DCOZ 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.	Complete	OZ release a new interactive calendar which provides quick mobile-friendly access to the ZC and BZA schedules in real time. In addition, OZ released a weekly report that list all the newly filed cases with links to the case record and map.	
IZIS	DCOZ has completed all of the remaining 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.	75-99%	OZ has completed most of the internal and external workflow upgrades; however, a new user interface wizard has been proposed that will facilitate the application process and data collection and OZ needs to implement it before this phase is complete.	This initiative was mostly completed by September 30; however, in the process of making updates, new ideas that will facilitate the process even more were proposed and OZ is in the process of implementing them.
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.	50-74%	OZ has developed the base 3D application and is in the process of performing quality control and testing the system with live data.	The expected completion date for this project is September 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.	Complete	Over this fiscal year 11 text amendments were proposed and processed. 4 were finalized in the last	

		quarter of the fiscal year. OP and OZ will continue to propose amendments that will make the zoning code more effective.	
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