

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of Mayor Muriel Bowser



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Donahue'.

Kevin Donahue
Interim City Administrator



Office of Zoning FY2020

Agency Office of Zoning

Agency Code BJO

Fiscal Year 2020

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.

2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The Zoning Wizard and ZDOCS modules of the Interactive Zoning Information System (IZIS) were chosen to receive a 2019 Public Sector Innovation Award at the GCN Government Innovation Awards.	This helps facilitate the filing of cases before the Board and Commission and organizes the data for ease of use for OZ staff.	The Zoning Wizard is innovative approach of implementing a 'TurboTax' style application. The design consisted of enhancing IZIS to re-organize the data entry process to be more logical and broken into easy to understand wizard like steps, while also allowing users to save partially entered data. The system creates a user-friendly interface for applicants applying for zoning relief in the District of Columbia.
OZ built an internal application process timeline with notifications of actions and deadlines so that applicants can more easily adhere to application requirements.	This ensures cases are ready to be heard on their scheduled hearing day, reducing delays and postponement of cases that can prove time consuming and may delay other cases.	Applicants are aware of notification, outreach and submission requirements in advance of the deadline.
OZ successfully transitioned from in-person Zoning Commission and Board of Zoning Adjustment public hearings and meetings to virtual public hearings and meeting.	The agency was able to continue to provide its services to the public remotely during the COVID pandemic.	This transition allowed the public to participate at public hearings and meeting remotely during the COVID pandemic.

2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
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 Measures)												
Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order	Quarterly	New in 2018	100%	100%	98%	42.9%	100%	100%	100%	91.1%	Nearly Met	At the beginning of the fiscal year, OZ had a vacancy for the FTE that is responsible for updating the Zoning Map. Four of the seven updates were completed outside of the five days allotted.
Percent of webstreamed video of ZC and BZA hearings and meetings that are posted to OZ's website within 48 hours of recording	Quarterly	New in 2018	100%	100%	98%	100%	100%	100%	100%	100%	Met	
2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (3 Measures)												
Percent of zoning certifications completed within 5 business days	Quarterly	98.8%	100%	100%	98%	100%	100%	52.6%	100%	84.2%	Unmet	During the emergency stay at home order in the months of March, April and May, OZ was unable to complete Zoning Certifications. Outside of this period of time, OZ completed all Zoning Certifications with the 5 business days.

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Quarterly	98.6%	99.5%	77.2%	98%	98.5%	100%	2.8%	8.5%	58.7%	Unmet	During the emergency stay at home order in the months of March, April and May, OZ suspended all public hearings. In May virtual public hearings resumed, but OZ had to hear the backlog first and noticing requirements for ANCs was extended, so hearings are not being held with in three months of acceptance at this time.
Percent of BZA summary orders issued within 10 business days	Quarterly	98.8%	100%	99.6%	98%	100%	100%	100%	100%	100%	Met	
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)												
Percent of website inquiries responded to within 24 hours	Quarterly	85.7%	93%	90.6%	98%	90.9%	93.3%	100%	100%	95.2%	Nearly Met	Any emails that were not answered within 24 hours were answered within 72 hours.

2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 PAR
1 - The Official Zoning Map (1 Measure)							
Number of unique Zoning Map hits	157,650	153,358	35,759	39,476	31,629	32,664	139,528
2 - Effectively process ZC and BZA applications and petitions. (7 Measures)							
Number of Board of Zoning Adjustment cases filed	295	302	52	62	36	57	207
Number of Zoning Commission cases filed	84	74	22	15	16	11	64
Number of Board of Zoning Adjustment orders issued	219	282	67	39	32	33	171
Number of Zoning Commission orders issued	81	73	15	13	16	24	68
Number of Appeals to the DC Court of Appeals (by Calendar Year)	18	14	2	2	0	2	6
Number of Board of Zoning Adjustment hearings and meetings	39	42	11	9	7	9	36
Number of Zoning Commission hearings and meetings	60	56	10	11	14	16	51
2 - Zoning Regulations of 2016 (1 Measure)							
Number of errata and text amendments processed	10	12	2	2	3	6	13
3 - Conduct expansive outreach and provide educational programs (1 Measure)							
Number of outreach meetings held	6	6	2	2	0	0	4
3 - Website development to serve the public with zoning information (1 Measure)							
Number of unique website hits	870,745	643,446	163,810	186,030	106,947	119,731	576,518

2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations

Operations Header	Operations Title	Operations Description	Type of Operations
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. (3 Activities)			
ZONING SERVICES	The Official Zoning Map	OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.	Key Project
ZONING SERVICES	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
ZONING SERVICES	Court of Appeals Information	The decisions of the BZA and ZC can be appealed to the DC Court of Appeals for review.	Daily Service
2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (2 Activities)			
ZONING SERVICES	Zoning Regulations of 2016	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.	Key Project
ZONING SERVICES	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
3 - Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses. (2 Activities)			
ZONING SERVICES	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
ZONING SERVICES	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

2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Conduct expansive outreach and provide educational programs (1 Strategic Initiative)				
Outreach for Ward 7 & 8 Advisory Neighborhood Commissions	In FY 2020, OZ will conduct at least four zoning outreach trainings for Ward 7 & 8 ANCs. From the application through the issuance of an order, OZ will focus on the ANC's role throughout this process, as well as the tools and resources available to ANCs participating in zoning cases.	0-24%	OZ had planned to conduct outreach for Ward 7 and 8 communities in the second half of the year. When COVID struck plans were put on hold. OZ even spoke with a member of Ward 7 who was trying to arrange something but plans fell through.	
Interactive Zoning Information System (IZIS) (1 Strategic Initiative)				
Application Process Timeline App	In an effort to streamline the application process, in FY 2020 OZ will build an internal application process timeline with notifications of actions and deadlines so that applicants can more easily adhere to application requirements. This will ensure that applicants are aware of notification, outreach and submission requirements in advance of the deadline. In turn, this will ensure cases are ready to be heard on their scheduled hearing day.	Complete	OZ built an internal application process timeline with notifications of actions and deadlines so that applicants can more easily adhere to application requirements.	
Website development to serve the public with zoning information (1 Strategic Initiative)				
Increased Public Access and Research Tools	In FY2020, OZ will continue to add technological upgrades to the Interactive Zoning Information System (IZIS) that include, but are not limited to, notifications for newly filed cases, added case-related information, streamlined external workflows and systems to conduct research by zoning case types. These upgrades to the IZIS will render the zoning process even more user-friendly, provide more transparency and ensure a predictable process.	Complete	In FY2020, OZ new added functionality to IZIS including notifications for newly filed cases, notifications for new documents filed in a case, updated, expert witness list, kiosk module, ZDOCs upgrades, and new modules to assist the agency in holding virtual public hearings.	
Zoning Regulations of 2016 (1 Strategic Initiative)				
Zoning Regulation of 2016 Update	OZ will work with OP on a series of updates to the Zoning Regulations of 2016. These updates include a reformatting of the regulations, and an administrative clean up to the Rules of Practice and Procedure. These changes will make the regulations more user friendly for the public, ensuring a more predictable process.	25-49%	The Office of Planning has submitted six text amendments for the reorganization and clean up of the Zoning Regulations of 2016. Three are at the preliminarily approval stage. One is at the hearing stage and two are at setdown.	