Office of Zoning FY2021

Agency	Office of Zoning	**Agency Code**	BJ0	**Fiscal Year**	2021

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.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The Office of Zoning (OZ) published a new online portal for the "unofficial" Zoning Regulations (https://online.encodeplus.com/regs/washington-dc/index.aspx.) The new application is designed to give users 24/7 access to an organized, easy-to-navigate platform that allows them to explore the Zoning Regulations of 2016, as amended, including a complete archive of the text amendments enacted since 2016. The fully integrated website features a text amendment table for an at-a-glance view of changes, order numbers and links to PDFs of the rulemaking documents housed in a library located on the Cloud. The built-in eReader makes it even easier to peruse content and related information.	As with the general public the new regulations delivers powerful, integrated research and communication features to support the work of staff.	The multi-functional website was built on the enCodePlus technology platform, which supports efficient administrative collaboration and allows local governments to streamline internal planning and zoning processes. It also delivers powerful, integrated research and communication features to support public officials, developers, business owners and citizens.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
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	100%	91.1%	98%	100%	100%	100%	100%	100%	Met	
Percent of webstreamed video of ZC and BZA hearings and meetings that are posted to OZ's website within 48 hours of recording	Quarterly	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	100%	84.2%	98%	100%	100%	73.3%	100%	92%	Nearly Met	This down tick in Zoning Certifications issued within 5 business days resulted from an employee who did not process 4 certifications in a timely manner. OZ has made programmatic changes to ensure it does not occur again.

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Quarterly	77.2%	58.7%	98%	4%	27.3%	3.3%	54.5%	23.5%	Unmet	The barriers impacting progress on this KPI are three-fold. OZ is still trying to catch up on the backlog created by not holding hearings for three months in FY2020. In addition, the ANC notice period was extended from 30 business days to 51 in response to the pandemic. This added almost a month onto the timeline. Lastly, the amount of cases heard per day was reduced by a request from legal staff. As a part of the legal division moving to OZ in FY2022, OZ is working on efficiencies to increase the amount of cases heard per hearing day.
Percent of BZA summary orders issued within 10 business days	Quarterly	99.6%	100%	98%	93.8%	100%	100%	100%	98.3%	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	90.6%	95.2%	98%	83.3%	100%	100%	90%	93.1%	Nearly Met	Two emails were not answered within 24 hours or the next business day; however they were answered within 48 hours or two business days.

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - The Official Zoning Map (1 Measure)							
Number of unique Zoning Map hits	153,358	139,528	31,943	34,394	23,242	30,552	120,131
2 - Effectively process ZC and BZA applications and petitions. (7 Measures)							
Number of Board of Zoning Adjustment cases filed	302	207	61	50	62	69	242
Number of Zoning Commission cases filed	74	64	19	14	21	14	68
Number of Board of Zoning Adjustment orders issued	282	171	51	58	53	30	192
Number of Zoning Commission orders issued	73	68	19	7	26	6	58
Number of Appeals to the DC Court of Appeals (by Calendar Year)	14	6	1	4	1	1	7
Number of Board of Zoning Adjustment hearings and meetings	42	36	11	10	12	7	40
Number of Zoning Commission hearings and meetings	56	51	19	19	22	9	69
2 - Zoning Regulations of 2016 (1 Measure)							
Number of errata and text amendments processed	12	13	5	9	5	0	19
3 - Conduct expansive outreach and provide educational programs (1 Measure)							
Number of outreach meetings held	6	4	0	3	4	1	8
3 - Website development to serve the public with zoning information (1 Measure)							
Number of unique website hits	643,446	576,518	83,109	125,887	122,952	107,951	439,899

2021 Operations

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)		
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
2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (2 Activities)		
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
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)		
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

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Interactive Zoning Information System (IZIS) (1 Strategic Initiative)				
Technological Upgrades to IZIS	In FY2021, OZ will continue to add technological upgrades to the Interactive Zoning Information System (IZIS) that include, but are not limited to updates to applications like Board of Zoning Adjustment (BZA)/Zoning Commission (ZC) workflows, sign-up kiosk, ZDOCS, etc. to better support the virtual hearings, and upgrades to security and backup of the system. These upgrades to the IZIS will render the zoning process even more user-friendly, provide more transparency and ensure a predictable process.	Complete	In FY2021 OZ continued to upgrade its award winning system to ensure the system is more user friendly and secure. Upgrades included internal modifications that make the processing of cases easier, new COVID Time Extension workflows, upgrades to the Zoning Certification application workflow, consolidating of all the calendars, upgrades to the order log module and deploying security upgrades to ensure a safer online environment.	
The Official Zoning Map (1 Strategic Initiative)				
Official Zoning Map and 3D Map Enhancements	In FY2021, OZ will further develop the Official Zoning Map and the 3D maps including but not limited to implementing the new zone designations associated with the reorganization of the Regulations and adding functionality to map the nexus between the solar shadow study of the existing and proposed buildings. The updates will enhance the Zoning Map user experience by providing additional pertinent zoning information.	Complete	In FY2021. OZ made several upgrades to the Official Zoning Map of the District of Columbia and 3D zoning maps. Upgrades include refined search tools, improved agility, adding sketch tools to the 3D map and creating a shadow nexus functionality that illustrates the difference between as-built and proposed shadows.	
Zoning Regulations of 2016 (2 Strategic initiatives)				
Launch of User-Friendly Zoning Regulations	In FY 2021, OZ will work to launch a new user-friendly regulations. Some of the new features will include, but not be limited to, searchable text, quick links, defined terms, use permissions charts, archived history, etc. These new regulations will make navigating the zoning regulations user-friendly for all users.	Complete	OZ launched new online regulations at the following site: https://online.encodeplus.com/regs/washington-dc/index.aspx	
Zoning Regulations of 2016 Reorganization	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%	In FY2021, unfortunately OZ did not make much progress on this initiative because the proposed rulemakings were being reviewed for legal sufficiency. OZ is confident to it will move forward in FY 2022.	The proposed rulemaking was held up in a review for legal sufficiency.