



OFFICE OF ZONING

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023

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1 OFFICE OF ZONING

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).

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.

2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
The Office of Zoning Legal Division drafted 71% more orders in FY2022 than were issued by their predecessors in FY2021.	It is a step in making the process more predictable.	This helped clear the full order backlog by almost 25%.
The Office of Zoning issued 351 orders in FY2022, an increase of 40 over FY2021.	It shows the Office is operating more efficiently.	It makes the zoning process more predictable.
The Office of Zoning released a Map and Data Dashboard that includes the official Zoning Map, 3D Map, Weekly Case Dashboard, BZA Case Search Tool, Text Amendment Dashboard and Zoning Case and IZ Dashboard.	It provides staff with a wealth of zoning information.	It provides a wealth of zoning information to the general public.

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
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	3
Streamline zoning regulations to enhance efficiency and transparency of zoning processes.	5	2
Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.	1	2
Create and maintain a highly efficient, transparent, and responsive District government.	11	0

4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.		
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
Streamline zoning regulations to enhance efficiency and transparency of zoning processes.		
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
Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.		
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

5 2022 STRATEGIC INITIATIVES

In FY 2022, Office of Zoning had 3 Strategic Initiatives and completed 100%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
ZC/BZA Racial Equity Training	Working with the Office of Racial Equity (ORE), provide training for the ZC and the BZA on how to apply a racial equity lens in Comp Plan analyses and coordinate a mid-year assessment of the training with ORE.	Complete		
Racial Equity Comp Plan Analysis	Ensure that 100% of the Zoning Commission orders for cases that are analyzed under the 2020 Comprehensive Plan include a discussion of the consistency with the Comp Plan through a racial equity lens.	Complete		
HUB/GIS Racial Equity Tools	OZ will develop mapping and website tools to display racial equity, affordable housing, and project proximity data. The updates will enhance the Zoning Map user experience by providing additional pertinent zoning information.	Complete		

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.											
Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order	Up is Better	91.1%	100%	98%	100%	100%	100%	90%	97.4%	Nearly Met	One zoning map edit was overlooked in the last quarter.
Percent of webstreamed video of ZC and BZA hearings and meetings that are posted to OZ's website within 48 hours of recording	Up is Better	100%	100%	98%	100%	100%	100%	100%	100%	Met	
Streamline zoning regulations to enhance efficiency and transparency of zoning processes.											
Percent of zoning certifications completed within 5 business days	Up is Better	84.2%	92%	98%	100%	100%	100%	100%	100%	Met	
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Up is Better	58.7%	23.5%	98%	4.8%	57.4%	79.1%	63.9%	50%	Unmet	The Office of Zoning is still working to clear up the backlog caused by multiple factors last year. It has made a lot of progress and almost all hearings are held within 3 to 4 months of filing.
Percent of BZA summary orders issued within 10 business days	Up is Better	100%	98.3%	98%	100%	100%	100%	100%	100%	Met	
Percentage of the Zoning Commission order backlog cleared	Up is Better	New in 2022	New in 2022	New in 2022	63.6%	72.7%	100%	100%	84.1%	-	
Percentage of the Board of Zoning Adjustment order backlog cleared	Up is Better	New in 2022	New in 2022	New in 2022	6%	21.2%	22.4%	23.3%	18.6%	-	
Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.											
Percent of website inquiries responded to within 24 hours	Up is Better	95.2%	93.1%	98%	80%	100%	100%	100%	96.9%	Nearly Met	A few emails were answered within 48 hours instead of 24 hours.

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
The Official Zoning Map							
Number of unique Zoning Map hits	139,528	120,131	28,648	33,319	29,683	27,325	118,975
Effectively process ZC and BZA applications and petitions.							
Number of Board of Zoning Adjustment cases filed	207	242	74	63	61	43	241
Number of Zoning Commission cases filed	64	68	21	18	13	24	76
Number of Board of Zoning Adjustment orders issued	171	192	68	59	98	42	267
Number of Zoning Commission orders issued	68	58	26	18	22	18	84
Number of Appeals to the DC Court of Appeals (by Calendar Year)	6	7	0	1	1	0	2
Number of Board of Zoning Adjustment hearings and meetings	36	40	9	12	12	11	44
Number of Zoning Commission hearings and meetings	51	69	21	13	16	11	61
Zoning Regulations of 2016							
Number of errata and text amendments processed	13	19	0	2	0	1	3
Conduct expansive outreach and provide educational programs							
Number of outreach meetings held	4	8	3	2	7	1	13
Website development to serve the public with zoning information							
Number of unique website hits	576,518	439,899	113,247	127,203	112,992	101,284	454,726