



**THE DEPARTMENT OF BUILDINGS
PROPOSED FY 2025 PERFORMANCE PLAN**

APRIL 3, 2024

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1 THE DEPARTMENT OF BUILDINGS

Mission: The Department of Buildings (DOB) protects the safety of residents, businesses, and visitors and advance development of the built environment through permitting, inspections, and code enforcement.

Services: The Department of Buildings is responsible for regulating construction activity in the District of Columbia. The agency operates a consolidated permit operations division, reviews all construction documents to ensure compliance with building codes and zoning regulations. It also has inspection and oversight authority, through which construction activity, building systems, and rental housing establishments are inspected. Violations are cited, and if necessary, post citation abatement is pursued within the limits of the law.

2 PROPOSED 2025 OBJECTIVES

Strategic Objective

Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia.

Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.

Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2025 OPERATIONS

Operation Title	Operation Description	Type of Operation
Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia.		
Permitting, Construction Compliance, Building Inspections, Green Building, Surveyor, Third Party Inspections	Conducts technical building plan reviews for approval and issues building permits. Manages and coordinates revisions to the District's building and trade codes. Inspects commercial buildings, manages permit-related inspection requests, issues citations for violations of the District's building codes and zoning regulations to correct violations, and conducts building and structure assessments for emergency and disaster response. Regulates construction in the District of Columbia that falls under the regulations of green codes including the Green Building Act, Green Construction Code, and Energy Conservation Code. Produces and maintains legal records of all land plats and subdivisions of private and District government property within the District of Columbia. Contracts authorized nongovernmental persons or entities to perform inspections and plan reviews to certify that work complies with the District of Columbia Construction Codes. This includes Program Codes (2010, 2020, 2030, 2040, 2050, 2060).	Daily Service
Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.		
Code Enforcement, Civil Infractions & Fine Assessment	Develops and implements enforcement strategies and procedures. Processes all civil infractions with the Office of Administrative Hearings, collects fines, and places property liens on unpaid fines. This includes Program Codes (4010, 4020).	Daily Service
Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.		
Vacant and Blighted Property, Rental Housing Inspections, Housing Rehabilitation	Registers vacant properties in the District of Columbia, processes requests for vacant property tax exemptions, and inspects designated vacant and blighted properties. Inspects residential properties and issues citations of housing code violations. Abates numerous housing and building code violations, processes abatement contracts, and collects unpaid abatement costs. This includes Program Codes (3010, 3020, 3030).	Daily Service
Create and maintain a highly efficient, transparent, and responsive District government.		
Zoning Administration	Responsible for administering and determining compliance with the Zoning Regulations. This includes Program Code (5010).	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
Budget Operations, Accounting Operations	Provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using performance-based budgeting. This includes Program Codes (110F, 120F).	Daily Service
Personnel, Training and Employee Development, Labor Relations, Contracting and Procurement, Property Management, Information Technology, Risk Management, Legal, Logistics and Fleet Services, Communications, Customer Service & Complaint Resolution, Performance Management, Internal Audit	Responsible for providing administrative support and the required tools to achieve operational and programmatic results. This includes Program Codes (1010, 1015, 1017, 1020, 1030, 1040, 1055, 1060, 1070, 1080, 1085, 1090, 1095).	Daily Service

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia.					
Percent of Permit applications that are reviewed by PRC within 2 business days	Up is Better	95.7%	95.1%	90%	90%
Percentage (%) of Solar Permits that are reviewed within ten (10) calendar days.	Up is Better	97.3%	93.9%	90%	90%
Percent (%) of ProjectDox permit application re-reviews that are reviewed by the Department of Buildings (DOB) within (15) business days of acceptance by agency.	Up is Better	94%	94%	90%	90%
Percent of Project Dox permit applications that are reviewed by the Department of Buildings (DOB) within 30 business days of acceptance by the agency	Up is Better	98.8%	97.7%	90%	90%
Percent (%) of standard building plat requests completed within three (3) business days.	Up is Better	91.5%	93.4%	85%	85%
Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.					
Percent (%) of initial inspections of vacant buildings completed within (30) business days from date of complaint submission.	Up is Better	98.7%	98.3%	85%	85%
Percent (%) of construction exempt properties that are reinspected within (90) calendar days of receiving an 'exempt' status	Up is Better	93%	98.8%	90%	90%
Number (#) of vacant properties returned to productive use.	Up is Better	New in 2023	1,515	150	150
Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.					
Number (#) of housing code violation(s) abated by property owners or DOB	Up is Better	New in 2023	17,614	4500	4500
Percent (%) of Property Maintenance (Housing) Notices of Infraction (NOI) that are initiated within two (2) business days following inspections where violations were observed.	Up is Better	99.6%	99.7%	90%	90%

Key Performance Indicators (*continued*)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent (%) of construction inspections completed on date identified when scheduled.	Up is Better	94.3%	96.9%	90%	90%
Percent (%) of initial illegal construction inspections that are completed within (34) business days of the original request.	Up is Better	New in 2024	New in 2024	New in 2024	Not Yet Available
Percent (%) of Property Maintenance (complaint- based) housing inspections that are completed within (15) business days from date of request.	Up is Better	96.4%	97.5%	80%	80%
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent (%) of Customer Relationship Management (KRM) cases that are resolved within (3) business days from date of receipt by DOB.	Up is Better	New in 2023	97.4%	95%	95%
Percentage (%) of calls abandoned	Down is Better	New in 2024	New in 2024	New in 2024	Not Yet Available
Percent of new hires that are District residents	Up is Better	New in 2023	60.4%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	49.8%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	100%	No Target Set	No Target Set
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	23.3%	No Target Set	No Target Set
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

Workload Measures

Measure	FY 2022	FY 2023
Permitting, Construction Compliance, Building Inspections, Green Building, Surveyor, Third Party Inspections		
Number of permits issued	53,261	51,826
Number (#) of addresses issued.	193	291
Number (#) of Certificates of Occupancy issued.	2,581	2,800
Number (#) of plats processed with expedited service.	2,762	2,140
Number (#) of subdivisions processed.	274	266
Number (#) of plats prepared.	5,664	4,583
Number (#) of permit construction inspections conducted.	26,759	23,286
Number (#) of conveyances inspections conducted (elevators, man lifts, escalators, and dumbwaiters)	202	82
Number (#) of illegal constructions inspections conducted.	4,922	5,508
Code Enforcement, Civil Infractions & Fine Assessment		
Number (#) of Property Maintenance Abatements	New in 2024	New in 2024
Number of infraction notices issued	10,732	12,035
Vacant and Blighted Property, Rental Housing Inspections, Housing Rehabilitation		
Number (#) of Property Maintenance (complaint-based) housing inspections conducted.	New in 2024	New in 2024
Number (#) of proactive housing inspections conducted.	11,393	13,238
Number (#) of inspections conducted.	80,552	77,267
Number (#) of Vacant Property Inspections	New in 2024	New in 2024
Personnel, Training and Employee Development, Labor Relations, Contracting and Procurement, Property Management, Information Technology, Risk Management, Legal, Logistics and Fleet Services, Communications, Customer Service & Complaint Resolution, Performance Management, Internal Audit		
Percent (%) of non-FOIA Records requests completed within (5) business days from date or receipt	New in 2024	New in 2024