



# **THE DEPARTMENT OF BUILDINGS**

## **FY 2024 PERFORMANCE PLAN**

**FEBRUARY 20, 2024**

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# 1 THE DEPARTMENT OF BUILDINGS

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*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 2024 OBJECTIVES

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### Strategic Objective

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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.

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### 3 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>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.</b>		
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
<b>Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.</b>		
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
<b>Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.</b>		
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
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>		
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 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date
Strengthen Green Building Capabilities	In FY24, Department of Buildings will strengthen Green Building capabilities by creating a Green Building Division for residents and businesses that want to invest and/or implement sustainable techniques in the District of Columbia. DOB will develop an enhanced business plan outlining the mobilization of the new DOB Green Buildings Division. The plan will include the buildout and implementation of new and modified strategies that align with DC Green Construction Code (12 DCMR K) as well as supporting metrics, associated costs and revenue impact for the District. The business plan will be incorporated into the FY26 budgeting and planning process with FY26 serving as the initial implementation year and FY27 serving as the year to assess and adjust the plan as needed.	09/30/2024
Improved governance to identify blighted properties.	In FY24, The Department of Buildings will improve governance to identify blighted properties with critical life and safety issues, streamline notification, and correlate to appropriate enforcement paths for actioning. DOB will produce a list of properties tagged as having “Life and Safety Issues” and create geospatial visualization(s) of these properties to support batching response actions for abating those risks.	09/30/2024
Third-Party Certification/Re-Certification Process	In FY24, The Department of Buildings will develop an online third-party certification and re-certification process to make it easier for third-party companies to meet all application requirements, create transparency, and to migrate to a rolling certification/re-certification process. DOB will finalize and approve the operations plan for the new third-party certification/re-certification process including system requirements, funding, and headcount needed to support its implementation. The agency will complete the process mapping and system build with the intent of piloting and launching in FY26.	09/30/2024

Enhanced Customer Service

In FY24, the Department of Buildings will plan, develop, and implement a comprehensive review of Customer Service current state capabilities and practices, market engagement with stakeholder parties to identify capability deficiencies or gaps, and identification of revised customer service tactics, SOPs, and required tools. DOB will implement initiatives to promote social equity and ease of access to its services through the various touchpoints with a special focus on increasing language access. DOB will also revise its operations model—including but not limited to facilities footprint design, role alignment between public-facing customer service divisions, enhancing standard operating procedures (SOP), and platforms—to deliver expanded high-touch services to strategic market segments that are addressed in the Mayor’s “Comeback Plan.”

09/30/2024

Pathways to Employment

In FY24, the Department of Buildings will develop an outreach plan for ongoing engagement with District high school students - with a focus on DCPS students with an emphasis on those areas where demographic data suggest inquires great attention. DOB will develop an outreach plan for ongoing engagement with UDC and with other district-based universities. DOB will define and establish a recruiting platform and an achievable plan for attaining required certifications for various positions. DOB will coordinate with OSSE’s Career & Technical Education Internship program to place interns in business units across the agency. The agency will also develop an outreach and engagement plan with an emphasis on engaging diverse groups of students from local colleges and universities interested in learning the internal operations of DOB and potential career paths.

09/30/2024



## 5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
<b>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.</b>					
Percent of Permit applications that are reviewed by PRC within 2 business days	Up is Better	97.2%	95.7%	95.1%	90%
Percentage (%) of Solar Permits that are reviewed within ten (10) calendar days.	Up is Better	97.6%	97.3%	93.9%	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	96.4%	94%	94%	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	98.6%	98.8%	97.7%	90%
Percent (%) of standard building plat requests completed within three (3) business days.	Up is Better	96.2%	91.5%	93.4%	85%
<b>Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.</b>					
Percent (%) of initial inspections of vacant buildings completed within (30) business days from date of complaint submission.	Up is Better	99.5%	98.7%	98.3%	85%
Percent (%) of construction exempt properties that are reinspected within (90) calendar days of receiving an 'exempt' status	Up is Better	97.6%	93%	98.8%	90%
Number (#) of vacant properties returned to productive use.	Up is Better	New in 2023	New in 2023	1,515	150
<b>Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.</b>					
Number (#) of housing code violation(s) abated by property owners or DOB	Up is Better	New in 2023	New in 2023	17,614	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	98.2%	99.6%	99.7%	90%

Key Performance Indicators (*continued*)

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Percent (%) of construction inspections completed on date identified when scheduled.	Up is Better	93%	94.3%	96.9%	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	New in 2024
Percent (%) of Property Maintenance (complaint- based) housing inspections that are completed within (15) business days from date of request.	Up is Better	98.4%	96.4%	97.5%	80%
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>					
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	New in 2023	97.4%	95%
Percentage (%) of calls abandoned	Down is Better	New in 2024	New in 2024	New in 2024	New in 2024

Workload Measures

Measure	FY 2021	FY 2022	FY 2023
<b>Permitting, Construction Compliance, Building Inspections, Green Building, Surveyor, Third Party Inspections</b>			
Number of permits issued	54,229	53,261	51,826
Number (#) of addresses issued.	313	193	291
Number (#) of Certificates of Occupancy issued.	2,767	2,581	2,800
Number (#) of plats processed with expedited service.	2,983	2,762	2,140
Number (#) of subdivisions processed.	378	274	266
Number (#) of plats prepared.	6,061	5,664	4,583
Number (#) of permit construction inspections conducted.	26,891	26,759	23,286
Number (#) of conveyances inspections conducted (elevators, man lifts, escalators, and dumbwaiters)	153	202	82
Number (#) of illegal constructions inspections conducted.	5,403	4,922	5,508
<b>Code Enforcement, Civil Infractions &amp; Fine Assessment</b>			
Number (#) of Property Maintenance Abatements	New in 2024	New in 2024	New in 2024
Number of infraction notices issued	5,128	10,732	12,035
<b>Vacant and Blighted Property, Rental Housing Inspections, Housing Rehabilitation</b>			
Number (#) of Property Maintenance (complaint-based) housing inspections conducted.	New in 2024	New in 2024	New in 2024
Number (#) of proactive housing inspections conducted.	8,753	11,393	13,238
Number (#) of inspections conducted.	68,232	80,552	77,267
Number (#) of Vacant Property Inspections	New in 2024	New in 2024	New in 2024
<b>Personnel, Training and Employee Development, Labor Relations, Contracting and Procurement, Property Management, Information Technology, Risk Management, Legal, Logistics and Fleet Services, Communications, Customer Service &amp; Complaint Resolution, Performance Management, Internal Audit</b>			
Percent (%) of non-FOIA Records requests completed within (5) business days from date or receipt	New in 2024	New in 2024	New in 2024