



## FY 2015 PERFORMANCE PLAN DC 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) in support of their oversight and adjudication of zoning matters in the District of Columbia.

### 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.

### AGENCY WORKLOAD MEASURES

Measure	FY 2012 Actual	FY 2013 Actual	FY 2014 YTD <sup>1</sup>
Number of Board of Zoning Adjustment cases filed	166	200	147
Number of Zoning Commission cases filed	59	46	45
Number of Board of Zoning Adjustment orders issued	147	198	134
Number of Zoning Commission orders issued	46	65	37
Number of Appeals to the DC Court of Appeals (by Calendar Year)	9	20	5

**OBJECTIVE 1: Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.**

**INITIATIVE 1.1: Conduct quarterly community outreach meetings for Advisory Neighborhood Commissions (ANC).** ANC input is afforded “great weight” in the proceedings before the BZA and ZC. In FY14, DCOZ held at least one community outreach meeting per quarter for ANCs. In FY15, DCOZ anticipates holding at least two community outreach meetings per quarter. DCOZ will continue to use its archive of tutorials to cater to the specific needs of the ANCs. The tutorials are positioned to inform and educate the public about the zoning processes and procedures. At this critical time of increased City-wide development, this action expands the agency’s outreach to community advocates. **Completion Date: September 30, 2015**

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<sup>1</sup> As of June 30, 2014



**INITIATIVE 1.2: Enhance public access to the DCOZ website.**

In FY15, it is the goal of DCOZ to make the agency website compatible with mobile devices. Currently, the website is accessible by mobile device, however since it is not mobile enabled, the site can be difficult to view and/or maneuver. By making the site mobile enabled, it will facilitate user access to the wealth of information on the DCOZ website. DCOZ will continue to expand the website's interactivity and information to provide first rate 24/7 zoning services to District residents.

**Completion Date: September 30, 2015**

**OBJECTIVE 2: Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.**

**INITIATIVE 2.1: Add new components to the Interactive Zoning Information System (IZIS), to expand upon the system's modular capabilities.**

In FY12 and FY13, DCOZ publicly launched the case management module of IZIS, a web-based system that allows online case filing, processing, management and public tracking of Planned Unit Developments (PUDs), Appeals, and Variance and Special Exception applications from filing to the issuance of a final order. In FY14, DCOZ began developing IZIS's online filing modules and workflow processes for Rulemakings, Time Extensions and Minor Modifications of approved PUDs, and Campus Plans. In FY15, DCOZ plans to complete development of these workflows. Adding these critical workflows to the growing list of case types that can be processed online will greatly improve public access to important information. **Completion Date: September 30, 2015**

**INITIATIVE 2.2: Enhance the Electronic Zoning Map.**

In FY12, the Geographic Information System (GIS) based electronic zoning map was launched. The map provides a public view of the official Zoning Map that is constantly updated to display amendments adopted by the Zoning Commission. In FY14, to further enhance the quality of zoning information available to the District, DCOZ launched a new version of the map and began conceptualizing the development of a new map that will reflect the final results of the Zoning Regulations Review (ZRR). For a short duration, this new map will run concurrently with the existing map. In FY15, DCOZ plans to begin the development of the new map in conjunction with the approval of the map amendment associated with the ZRR. **Completion Date: September 30, 2016**

**INITIATIVE 2.3: Facilitate the public experience at Zoning Commission and Board of Zoning Adjustment hearings.**

DCOZ holds hearings on a weekly basis where members of the public testify before the Board and Commission. In FY15, OZ plans to build an electronic kiosk that allows the public to sign in to testify on the hearing day, and for the ZC and the BZA to more efficiently manage the order and progress of the public testimony. This new system will increase the predictability of the case timeframes for the public.

**Completion Date: September 30, 2015**



**OBJECTIVE 3: Streamline zoning regulations to enhance efficiency and transparency of zoning processes.**

**INITIATIVE 3.1: Develop and disseminate information pertaining to the transition from the current regulations to the new regulations.**

The Zoning Regulations Review (ZRR) is a project led by the Office of Planning (OP) to revise the DC Zoning Regulations. This is the first comprehensive revision of the Zoning Regulations since 1958. In FY15, DCOZ plans to develop materials that will explain the transition to the new regulations in detail. This will assist the public in understanding how and when the regulations will become effective.

**Completion Date: September 30, 2015**

**INITIATIVE 3.2: Begin developing a comprehensive electronic Zoning Handbook.**

Once final action on the new Zoning Regulations is approved, DCOZ will work with OP to begin Phase I development of a comprehensive electronic Zoning Handbook to assist the public in understanding the details of the new regulations. Phase I will consist of developing the database and infrastructure to house the electronic handbook.

**Completion Date: September 30, 2015**

**KEY PERFORMANCE INDICATORS - DC Office of Zoning**

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 YTD <sup>2</sup>	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Percent of zoning certifications completed within 5 business days	N/A	85%	100%	90%	95%	98%
Percent of BZA summary orders issued within 10 business days	N/A	85%	98%	90%	95%	98%
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	N/A	85%	100%	90%	95%	98%
Percentage of website inquiries responded to within 24 hours	N/A	95%	97%	98%	98%	98%

<sup>2</sup> As of June 30, 2014.