

Department of Consumer and Regulatory Affairs FY2019

Agency Department of Consumer and Regulatory Affairs

Agency Code CRO

Fiscal Year 2019

Mission The Department of Consumer and Regulatory Affairs (DCRA) protects the health, safety, economic interests, and quality of life of residents, businesses, and visitors in the District of Columbia by ensuring code compliance and regulating business.

2019 Strategic Objectives

Objective Number	Strategic Objective
1	Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia.
2	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.
3	Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.
4	Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to improve safety and development in the District of Columbia.
5	Create and maintain a highly efficient, transparent and responsive District government.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (4 Measures)					
Percent of businesses applying online that receive their license within one (1) business day from the date of submission	Up is Better	Not Available	Not Available	83.9%	55%
Percent of compliant businesses that have renewals processed within one (1) business day from the date of application receipt	Up is Better	Not Available	Not Available	85.5%	70%
Percent of corporate registrations processed online, meeting the customer's request for expedited service of one (1) or three (3) business days	Up is Better	Not Available	Not Available	89.8%	85%
Percent of Basic Business License, Corporation, and Office of Professional Licensing transactions that are conducted online	Up is Better	Not Available	Not Available	64.9%	45%
2 - 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. (2 Measures)					
Percent of Permit applications that are reviewed by PRC within 2-business days	Up is Better	Not Available	Not Available	Not Available	90%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Percent of Project Dox permit applications that are reviewed within 30 business days of acceptance by the agency (not including sister agencies)	Up is Better	Not Available	Not Available	85.9%	New Measure
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (3 Measures)					
Percent of exempted properties that are reinspected within 90 calendar days of receiving exempt status	Up is Better	Not Available	Not Available	24.8%	90%
Percent of Notices of Infraction related customer inquiries that are resolved in one interaction with DCRA staff	Up is Better	Not Available	Not Available	Not Available	65%
Percent of Vacant Building Enforcement initial inspections completed within 38 business days from date of complaint submission	Up is Better	Not Available	Not Available	Not Available	85%
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to improve safety and development in the District of Columbia. (4 Measures)					
Percent of inspections resulted (with NOV or inspection reports) within 30 calendar days of initial inspection	Up is Better	Not Available	97.9%	96.7%	95%
Percent of Housing Notices of Violation that are referred to the Office of Civil Infractions within 60 days of reinspection	Up is Better	Not Available	Not Available	85.5%	80%
Percent of construction inspections completed on date identified when scheduled	Up is Better	Not Available	Not Available	83.2%	90%
Percent of construction inspections resulting in a disapproval by DCRA in accordance with District Code	Down is Better	Not Available	Not Available	Not Available	New Measure
5 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	88.1%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	35.5%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	4.7%	5.6%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	13.1	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	154.6%	115.9%	Waiting on Data	Not Available
	Up is Better			77.8%	

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)		Not Available	No data available		Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	1.7%	65.3%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (6 Activities)			
WEIGHTS AND MEASURES	Weighing Devices Registered	Weights and Measures division conducts onsite visits to test weighing devices and register them if they meet standards.	Daily Service
BUSINESS SERVICE CENTER	Business License Issuance	Responsible for issuing and renewing business licenses.	Daily Service
CORPORATION DIVISION	Corporate Registrations	The vehicle for which residents can create and register corporate entities.	Daily Service
OCCUPATIONAL AND PROFESSIONAL LICENSING	Professional Licensing Issuance	Responsible for issuing and testing for professional and occupational licensing.	Daily Service
REGULATORY INVESTIGATIONS	Business Investigations	Investigating district businesses upon their creation and renewal. Also investigates businesses to ensure compliance with applicable regulations.	Daily Service
BUSINESS SERVICE CENTER	Special Event Approval	Issue and provide approvals for special events held on public spaces.	Daily Service
2 - 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. (4 Activities)			
PERMITS	Permit Issuance	Issue permits for the following areas: Building, supplemental, post card, home occupational and certificate of occupancy permits.	Daily Service
PLAN REVIEW	Permit Plan Reviews	Review of plans and blueprints submitted for permit issuance.	Daily Service
SURVEYOR	Issuance and Maintaining of Land Survey Plats	Maintain and issue land survey plats and land records in the District.	Daily Service
PERMITS	Address Issuance	Issue new addresses for new construction, or change addresses for existing structures.	Daily Service
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (4 Activities)			

Operations Header	Operations Title	Operations Description	Type of Operations
VACANT PROPERTY	Vacant Building	Responsible for the registration, maintenance and tracking of all non-government buildings and structures in the District.	Daily Service
PROPERTY MANAGEMENT	Civil Infractions	Processes civil infractions through any related hearings and is responsible for collection of fines.	Daily Service
SCHEDULING & ENFORCEMENT UNIT	Abatement	Coordinates the abatement of properties and structures with code violations.	Daily Service
PROPERTY MANAGEMENT	Liens and Fines	Places liens on properties with outstanding fines/fees through the special assessment process.	Daily Service
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to improve safety and development in the District of Columbia. (5 Activities)			
RESIDENTIAL INSPECTIONS	Housing Inspections	Housing Inspections Program ensures habitable housing by responding to tenant requests for residential inspections.	Daily Service
CONSTRUCTION COMPLIANCE	Specialty Inspections Program	Responsible for inspecting and approving boilers and elevators throughout properties in the District.	Daily Service
CONSTRUCTION COMPLIANCE	Construction Inspections	Responsible for the inspection of construction sites for code compliance and proper permits.	Daily Service
RESIDENTIAL INSPECTIONS	Proactive Inspections	Proactively inspect residential apartment units for code compliance, to prevent hazards or harsh living conditions for tenants.	Daily Service
CONSTRUCTION COMPLIANCE	Third Party Inspections Program	Third Party Inspections are conducted to ensure quality inspections are being performed by third party inspection agencies.	Daily Service
5 - Create and maintain a highly efficient, transparent and responsive District government. (2 Activities)			
CUSTOMER SERVICE	311 Integration	To provide the residents of the District of Columbia with a seamless process for alerting DCRA of matters that need agency attention such as, vacant property abatement, exterior residential inspection, etc.	Key Project
Process Improvements and Training	Process Improvements and Training	Process Improvements and Training	Daily Service

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Business Investigations (4 Measures)			
Number of investigations conducted	Not Available	584	4324

Measure	FY 2016	FY 2017	FY 2018
Number of Notices of Infraction (NOI), Notices to Discontinue, or orders to cease and desist issued by Regulatory Investigations	Not Available	741	317
Number of business compliance surveys conducted	Not Available	4010	1628
Number of Notices of Infractions (NOI) issued by Vending	Not Available	Not Available	Not Available
1 - Business License Issuance (7 Measures)			
Number of business licenses issued	Not Available	23,413	34,145
Number of applications submitted for new business licenses	Not Available	11,380	11,464
Number of group workshops held by the Small Business Resource Center	Not Available	90	81
Number of customers serviced by the Small Business Resource Center (SBRC)	Not Available	2473	2414
Number of elevator certificates issued	Not Available	4245	3337
Number of outreach events attended by SBRC Staff	Not Available	101	24
Number of business licenses renewed	Not Available	17,098	22,218
1 - Corporate Registrations (2 Measures)			
Number of corporate entities registered	Not Available	16,103	17,619
Number of other corporate filings registered	Not Available	12,648	67,029
1 - Professional Licensing Issuance (3 Measures)			
Number of applicants tested	Not Available	3217	8940
Number of professional licenses issued	Not Available	10,801	10,406
Number of professional licenses renewed	Not Available	16,745	34,778
1 - Special Event Approval (1 Measure)			

Measure	FY 2016	FY 2017	FY 2018
Number of special events issued	Not Available	123	99
1 - Weighing Devices Registered (2 Measures)			
Number of weighing and measuring devices approved	Not Available	7720	6980
Number of Notices of Infractions (NOI) issued by Weights and Measures	Not Available	Not Available	Not Available
2 - Address Issuance (1 Measure)			
Number of addresses issued	Not Available	320	368
2 - Issuance and Maintaining of Land Survey Plats (3 Measures)			
Number of plats prepared	Not Available	11,431	6142
Number of plats processed with expedited service	Not Available	2714	2901
Number of Sub-Divisions processed	Not Available	400	415
2 - Permit Issuance (4 Measures)			
Number of permits issued	Not Available	49,965	53,614
Number of permit applications submitted	Not Available	68,914	62,400
Number of Certificates of Occupancy issued	Not Available	3316	3483
Number of permit applications submitted online	Not Available	38,865	31,121
3 - Abatement (3 Measures)			
Number of buildings abated	Not Available	2132	1104
Number of properties requiring contractor abatement	Not Available	71	101
Number of vacant lots abated		50	95

Measure	FY 2016	FY 2017	FY 2018
	Not Available		
3 - Civil Infractions (3 Measures)			
Number of infraction notices issued	Not Available	2022	1868
Number of Notices of Infraction (NOIs) requiring correction	Not Available	Not Available	Not Available
Number of Notices of Infraction (NOI) issued by Vacant Building Enforcement	Not Available	Not Available	Not Available
3 - Liens and Fines (1 Measure)			
Number of liens issued	Not Available	175	75
3 - Vacant Building (2 Measures)			
Number of vacant buildings surveyed	Not Available	6588	7284
Vacant lots inspected	Not Available	183	371
4 - Construction Inspections (2 Measures)			
Number of illegal constructions inspections conducted	Not Available	2584	2189
Number of permit construction inspections conducted	Not Available	22,248	24,290
4 - Housing Inspections (1 Measure)			
Number of residential inspections conducted	Not Available	11,510	12,226
4 - Proactive Inspections (3 Measures)			
Number of proactive inspections conducted	Not Available	4252	3171
Number of NOI issued following Property Maintenance Inspections	Not Available	Not Available	Not Available
Number of NOI issued following Proactive Property Maintenance Inspections	Not Available	Not Available	Not Available

Measure	FY 2016	FY 2017	FY 2018
4 - Specialty Inspections Program (2 Measures)			
Number of boiler inspections conducted	Not Available	700	512
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters)	Not Available	225	423
4 - Third Party Inspections Program (2 Measures)			
Number of quality control inspections performed on third party inspections	Not Available	514	535
Number of third party reports entered into Accela	Not Available	13,915	40,273

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Business License Issuance (2 Strategic initiatives)		
Business Licensing Categories	In FY 19, DCRA will reduce customer confusion over BBL categories through the reduction or realignment of the BBL program with the current marketplace in the District. Categories with little to no active licenses will be eliminated, and active or future licenses will be required to obtain a general business license. This initiative will result in the delivery of proposed legislative changes to the District Council.	09-30-2019
Business Licensing Center eRenewal Stop	In FY 19, DCRA's Business Licensing Center will set up two (2) separate kiosk stations for customers who wish to renew their business license. These kiosks will provide faster service and encourage the customers to use the online system.	09-30-2019
Permit Plan Reviews (1 Strategic Initiative)		
Permit Application workflow	In FY 19, DCRA will revise the permit application workflow enhancing service to customers, reducing permit review wait-times, and providing additional opportunities for customers to skip the trip.	09-30-2019
Process Improvements and Training (1 Strategic Initiative)		
Staff Training	Train all DCRA staff (managers and line) on existing and new IT initiatives/programs/software in the agency. The goal is to ensure all agency staff are sufficiently trained on the use of any and all agency systems supported by the Office of Information Systems. The agency will close for one day per quarter to conduct the necessary trainings. The trainings will be conducted based on level of use by the employees, ranging from read only access to expert user.	09-30-2019