

Department of Consumer and Regulatory Affairs FY2020

Agency Department of Consumer and Regulatory Affairs

Agency Code CRO

Fiscal Year 2020

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.

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 preserve safety and development in the District of Columbia.
5	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (6 Measures)					
Percent of businesses applying online that receive their license within one (1) business day from the date of submission	Up is Better	New in 2018	83.9%	81%	80%
Percent of compliant businesses that have renewals processed within one (1) business day from the date of application receipt	Up is Better	New in 2018	85.5%	87.1%	80%
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	New in 2018	89.8%	91%	85%
Percent of Basic Business License, Corporation, and Occupational and Professional Licensing transactions that are conducted online	Up is Better	New in 2018	64.9%	68.9%	80%
Percent of Consumer Protection cases closed within 30-days from date of complaint submission	Up is Better	New in 2020	New in 2020	New in 2020	85%
Percent of Business Licensees for which prescreening is required, that receive a regulatory investigation within 15 business days	Up is Better	New in 2020	New in 2020	New in 2020	85%
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. (5 Measures)					
Percent of Permit applications that are reviewed by PRC within 2-business days	Up is Better	New in 2019	New in 2019	90.9%	90%
Percent of Project Dox permit applications that are reviewed by DCRA within 30 business days of acceptance by the agency	Up is Better	New in 2019	85.9%	94.3%	90%
Percent of standard building plat requests completed within 3 business days	Up is Better	New in 2020	New in 2020	New in 2020	85%

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
Percent of Project Dox permit application re-reviews that are reviewed by DCRA within 15 business days of acceptance by agency	Up is Better	New in 2020	New in 2020	New in 2020	90%
Percentage of Solar Permits that are reviewed within 10 calendar days	Up is Better	New in 2020	New in 2020	New in 2020	90%
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	New in 2018	24.8%	84.7%	90%
Percent of Notices of Infraction related customer inquiries that are resolved in one interaction with DCRA staff	Up is Better	New in 2019	New in 2019	90.3%	80%
Percent of Vacant Building Unit initial inspections completed within 38 business days from date of complaint submission	Up is Better	New in 2020	New in 2020	New in 2020	85%
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (3 Measures)					
Percent of construction inspections completed on date identified when scheduled	Up is Better	New in 2018	83.2%	89.1%	90%
Percent of Property Maintenance (Housing) Notices of Infraction (NOI) that are initiated within 2 business days following inspections where violations were observed.	Up is Better	New in 2020	New in 2020	New in 2020	90%
Percent of Property Maintenance (Housing) inspections that are completed within 15 business days from date of request	Up is Better	New in 2020	New in 2020	New in 2020	75%
5 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measures)					
Percent of non-FOIA Records requests completed within 5 business days from date of receipt	Up is Better	New in 2020	New in 2020	New in 2020	85%
Percent of Customer Relationship Management (CRM) cases that are resolved within 3 business days from date of receipt by the agency	Up is Better	New in 2020	New in 2020	New in 2020	95%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
5 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	99.6%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	New in 2020
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	81.8%

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	100%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies. The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measure based on summary-level data from various agencies, and cannot verify the accuracy of any calculations that were made to the source data prior to its receipt by OCA. The 2019 DC Enterprise Data Inventory (EDI), which contains data on "open" data sets published on DC's Open Data Portal, is current as of March 9, 2019. Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

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. (1 Activity)			
Licensing	Business, Occupational, and Professional Licensing, Corporations, and Compliance	Responsible for the review, issuance, and renewal of business, occupational and professional licenses within the District. Additional programmatic areas include the Corporations, Small Business Resource Center, Weights and Measurements Registrations, and Special Events and Vending business units. This includes Program Codes (7000, 2065, 2070, 2075, 2080, 2090, 2095, 7085)	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. (1 Activity)			
Permitting	Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building	Responsible for the review and issuance of Building Permits within the District, in addition to the operations of DCRA's Permit Center. This includes Program Codes (2000, 2020, 2025, 2030, 2035, 2050, 2500, 2520, 2060).	Daily Service
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (1 Activity)			
Enforcement	Office of Civil Infractions, Vacant Property, and Abatement	Coordinates issuance of civil infractions on behalf of DCRA, including collection of Liens and Fines that are imposed upon respondents, in addition to the inspections and compliance work conducted by the Vacant Property business unit. This includes Program Codes (3000, 3020, 3025, 3045, 3050)	Daily Service
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (1 Activity)			

Operations Header	Operations Title	Operations Description	Type of Operations
Inspections	Illegal Construction, Property Maintenance and Permit-based Inspections	Ensures compliance with Building and Property Maintenance Codes within the District. This covers both Construction and Illegal Construction inspections, in addition to Property Maintenance (Housing), Proactive Housing and Third Party inspections. This includes Program Codes (4000, 3010, 3080, 3095)	Daily Service
5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)			
Administrative Services	Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications	Responsible for providing support to DCRA's operations, including Customer Service, Information Technology, HR, Legal, Communications, General Counsel and Contracting and Procurement. This includes Program Codes (1000, 1010, 1015, 1020, 1030, 1040, 1055, 1060, 1070, 1080, 1085, 1090)	Daily Service

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - Business, Occupational, and Professional Licensing, Corporations, and Compliance (13 Measures)			
Number of weighing and measuring devices approved	7720	6980	6809
Number of corporate entities registered	16,103	17,619	18,688
Number of business compliance surveys conducted	4010	1628	316
Number of business licenses renewed	17,098	22,218	20,591
Number of Consumer Protection investigations conducted	584	4324	4194
Number of business licenses issued	23,413	34,145	31,438
Number of professional licenses issued	10,801	10,406	11,108
Number of professional licenses renewed	16,745	34,778	28,234
Number of customers serviced by the Small Business Resource Center (SBRC)	2473	2414	2442
Number of elevator certificates issued	4245	3337	4602
Number of other corporate filings registered	12,648	67,029	68,582
Number of applications submitted for new business licenses	11,380	11,464	11,365
Number of special events issued	123	99	111
2 - Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (6 Measures)			
Number of permits issued	49,965	53,614	59,814
Number of Certificates of Occupancy issued	3316	3483	3273
Number of plats processed with expedited service	2714	2901	3004
Number of Sub-Divisions processed	400	415	392
Number of plats prepared	11,431	6142	6049
Number of addresses issued	320	368	262
3 - Office of Civil Infractions, Vacant Property, and Abatement (6 Measures)			
Number of infraction notices issued	2022	1868	2799
Number of buildings abated	2132	1104	821

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of vacant buildings surveyed	6588	7284	7569
Vacant lots inspected	183	371	432
Number of vacant lots abated	50	95	96
Number of liens issued	175	75	1029
4 - Illegal Construction, Property Maintenance and Permit-based Inspections (7 Measures)			
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters)	225	423	419
Number of housing inspections conducted	11,510	12,226	7561
Number of illegal constructions inspections conducted	2584	2189	2850
Number of proactive inspections conducted	4252	3171	4618
Number of quality control inspections performed on third party inspections	514	535	427
Number of permit construction inspections conducted	22,248	24,290	25,481
Number of Inspections Conducted	New in 2020	New in 2020	New in 2020
5 - Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications (1 Measure)			
Number of records requests completed by the Records Team	New in 2020	New in 2020	New in 2020

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Business, Occupational, and Professional Licensing, Corporations, and Compliance (3 Strategic initiatives)		
Establish the business and enforcement functions to implement the Short-Term Rental Regulation Act of 2017.	In 2019, the District of Columbia Council voted and approved new licensing requirements for short-term rentals in the District. In FY2020, DCRA will start the rulemaking process, establish the licensing and enforcement policies and processes for short term rentals, and conduct outreach campaign to broadly communicate this initiative. The agency will also hire for the necessary positions to implement the program and ensure compliance with the Short-Term Rental Regulation Act of 2017. In addition, DCRA will conduct outreach campaign to broadly communicate this initiative.	09-30-2020
DC Business Portal Expansion	DCRA will expand the DC Business Portal to serve as a customer friendly true one-stop shop for citywide compliance functions, including licensing, inspections, and registrations for different business units within DCRA as well as a variety of District Government entities. This online and mobile portal will easily provide information for customers, allow for payments to be completed online and support the creation of wizards to provide compliance guidance to businesses. This is a multi-year project, in FY 20 DCRA will implement single sign-on for customers to apply for business registration and licensing as well as continue to enhance the portal to improve the user-experience. This will allow customers to only need one user-name and password to access multiple applications within DCRA. DCRA will also conduct outreach campaign to broadly communicate this initiative.	09-30-2020
Launch online Continuing Education (CE) training to the licensed professionals	Currently, DCRA's Occupational and Professional Licensing Division offers in-person Continuing Education (CE) training opportunities to the Real Estate Professionals and Real Estate Appraisers and the capacity is often limited to the venue location. In FY 2020, DCRA will provide CE training online and expand training offerings to other professional license categories that are eligible to receive free CEs. These categories will include Real Estate Professionals and Real Estate Appraisers, Barbers and Cosmetologists, Funeral Directors, Professional Engineers and Land Surveyors. This initiative will allow the licensed professional to take their CE training to maintain their professional license at the comfort of their own home or other locations, at any time. DCRA will conduct an outreach campaign to ensure broad awareness of this initiative.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications (1 Strategic Initiative)		
Digitize recent and historic records for transparency, operational efficiencies and better customer service.	In FY2020, DCRA will expand document digitization effort to help the agency to make additional documents online. This will help comply with the agency's retention schedule, speeds up record retrieval time with better indexing for internal and external customers, and provide much needed additional office space for staff after the effort. Further, this will increase the availability of agency records to be immediately accessible for customers, upon request. By the end of FY 2020, DCRA will digitize a minimum of 500,000 pages of documents.	09-30-2020
Illegal Construction, Property Maintenance and Permit-based Inspections (3 Strategic initiatives)		
Pilot Technologies or Algorithms to Improve Outcomes for Customers	In FY2020, DCRA will pilot innovative technologies or algorithms to improve operational efficiency and/or outcomes for customers. DCRA will explore and implement a new algorithm to include risk base factor(s) for the proactive inspection program to conduct proactive inspections in the District.	09-30-2020
Implement a Risk-Based Internal Audit Program	In FY2020, DCRA will implement a risk-based internal audit program. The program aims to not only improve the agency's audit readiness, operational efficiency, and mitigate risks in a timely manner but also innovate by integrating predictive analytics and IT solution(s) into the audit process to make it more efficient and cost effective.	09-30-2020
Establish a digital marketplace to connect inspection services with customers	In FY 2020, DCRA will establish a digital marketplace that will connect inspectors with residents, businesses and other parties seeking inspection services from post-permit approval stages through scheduling and completion. The marketplace will provide inspection services that are accessible via both web and mobile platforms with direct feeds from other DCRA systems. DCRA will conduct an outreach campaign to ensure broad awareness of this initiative.	09-30-2020
Office of Civil Infractions, Vacant Property, and Abatement (2 Strategic initiatives)		
Improve Vacant Building inspection response time on excessive vegetation, excessive debris, and open and accessible service requests	In FY 2020, DCRA will decrease the timeline for DCRA to conduct inspections on Vacant Building Service requests for excessive vegetation, excessive debris, and open and accessible service requests from 38 to 10 business days from date of complaint receipt. DCRA will do so by streamlining the business processes, data integration between systems, system automation and system enhancements. DCRA will conduct an outreach campaign, with an emphasis on Wards 7 and 8, to ensure broad awareness of this initiative.	09-30-2020
Continue to strengthen and enhance the payment collection and tracking for all fines, special tax assessments, and liens	In FY 2020, DCRA will continue to strengthen and enhance the payment collection and tracking for all fines, special tax assessments, and liens. This includes DCRA's timely communication of debts owed to the District to the Office of Tax and Revenue (OTR) Collection Division to be reported to the District's Clean Hands Program. For added customer convenience, DCRA will launch an online payment portal which will support online payments including credit card payments. DCRA will also initiate the rulemaking process to allow credit card payment method to be accepted for fines, special tax assessments and liens. The online payment portal will enable DCRA to be more easily track payments that are made; in addition to outstanding fines, special tax assessments and liens. Further, DCRA will continue to coordinate with the Office of the Chief Financial Officer (OCFO) to support debt collection activities.	09-30-2020
Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (3 Strategic initiatives)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Improve customer experience with inspection checklist notification	In FY 2020, DCRA will create and enhance the permitting application to provide the permit applicants at the time of permit issuance a checklist identifying all inspections that must be completed under the scope of their building permit. This will provide a clear understanding and expectation to the permit holders about their required inspections under the code(s). DCRA will conduct an outreach campaign to ensure broad awareness of this initiative.	09-30-2020
Modernizing information systems and processes in a multi-year project	As part of the digital transformation for DCRA, DCRA is modernizing its systems and processes over a multi-year project for IT Modernization. During this initiative, DCRA will improve the data architecture, governance and infrastructure to streamline agency business functions and improve customer experiences. In FY 2020, we will enhance our data architecture to provide predictive analysis and improved data governance. This will include the implementation of a unified and robust central data analytics and governance platform which will improve data integrity and normalization across the core DCRA systems.	09-30-2020
Launch Online Certificate of Occupancy Application	As part of DCRA's digital transformation effort, DCRA will launch the Certificate of Occupancy application process online, enabling the customers to submit their applications and receive their Certificate of Occupancy upon approval at the comfort of their own residential, business or other locations without making trips to DCRA. DCRA will conduct an outreach campaign to ensure broad awareness of this initiative.	09-30-2020