Department of Consumer and Regulatory Affairs FY2018

▼ FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

▼ 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.

▼ Summary of Services

DCRA is responsible for regulating construction and business activity in the District of Columbia. The agency operates a consolidated permit intake center and reviews all construction documents to ensure compliance with building codes and zoning regulations. To protect consumers, DCRA issues business licenses, professional licenses, special events permits, registers corporations, and inspects weighing and measuring devices used for monetary profit. Construction activity, building systems, and rental housing establishments are inspected, and building code violations are abated if necessary.

▼ FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
DCRA's receipt of accreditation by the International Accreditation body. DCRA's Building Department became the 24th government organization to receive accreditation by the International Accreditation Service (IAS) nationwide.	The IAS accreditation demonstrates consistency, adherence to national best-practices, continuing education, and high standards; all of which benefit District residents. To maintain accreditation, the agency must continue to exhibit the characteristics that enabled us to receive this distinction which will produce continuing excellence for DCRA stakeholders and District residents.	IAS' accreditation process includes a thorough examination of the department's budget, resources, quantity and quality of staff, and organizational commitment to professional development and quality assurance. Receiving this distinction demonstrates that the agency operates a high level of organizational, consistent legal and technical standards, and provides exceptional service to the community. Further, by receiving the accreditation, agency stakeholders are able to engage with DCRA with a higher level of confidence as we continue to demonstrate competencies required to obtain and maintain such a distinction.
In FY 18, DCRA's National Capitol Region Building Code Academy (NCRBCA) hosted 20 events for 680 participants and offered 71.50 training hours to DCRA staff, DCRA approved Third Party companies, Trade Professionals, Contractors, District of Columbia Housing Authority, Fire and Emergency Medical Services Department (FEMS) Fire Prevention Division and several Virginia jurisdictions. Of the 71.50 hours of training provided within the 20 events, 60.50 hours were International Code Council (ICC) Preferred Provider Network (PPN) approved Continuing Education Units (CEU's). Furthermore, 26 extra 1-hour training opportunities were provided on Thursday	District residents benefit from these training events through the increased performance of Code Officials. Further, by providing Code Officials with continuing education they remain current of changes and updates within the industry. This enables them to better ensure compliance with code requirements and to better protect the welfare of District residents and buildings.	By providing a forum through which DCRA staff that require certifications from entities of authority to gain continuing education units (CEU) helps to ensure that staff remain current and certified to conduct their duties. Additionally, DCRA is able to cater the training needs based on the needs of the inspections teams to ensure that training activities are germane to the inspectors' work, cover new content and industry standards, and provide content refreshers for staff.

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
mornings to DCRA staff, which in turn allowed staff members to potentially obtain a total of 86.50 ICC PPN CEU's for FY18.		

2018 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.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
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	Quarterly	55%	84.6%	85%	83.6%	83%	83.9%	Met	
Percent of compliant businesses that have renewals processed within one (1) business day from the date of application receipt	Quarterly	70%	84.7%	87.6%	85.7%	83.7%	85.5%	Met	
Percent of corporate registrations	Quarterly	85%	77.5%	94.9%	91.5%	93.2%	89.8%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
processed online, meeting the customer's request for expedited service of one (1) or three (3) business days									
Percent of Basic Business License, Corporation, and Office of Professional Licensing transactions that are conducted online	Quarterly	45%	52.7%	76.1%	65.3%	51.4%	64.9%	Met	
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 Project Dox permit applications that are reviewed within 30 business days of acceptance by the agency (not including sister agencies)	Quarterly	90%	78.6%	87%	87%	89.1%	85.9%	Nearly Met	
Percent of Project Dox permit applications that receive Preliminary Design Review Meeting (PDRM) input and that are reviewed within 30 calendar days of acceptance	Quarterly	New Measure	No applicable incidents	No applicable incidents	100%	100%	100%	No Target Set	
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	Quarterly	90%	No data available	25.6%	13.6%	35.4%	24.8%	Unmet	Vacant Building Enforcement staffing levels, specifically Vacant Building Surveyors created a significant barrier to achieving this KPI. Additional surveyors, beyond the current FTEs available, will significantly increase the agency's ability to remain responsive to resident complaints in a timely manner, as well as provide for increased

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
									performance for this KPI. In the interim, the agency has cross trained internal personnel to ensure compliance with this KPI during the upcoming fiscal period. Increased rates of return should be realized beginning in Q2.
Percent of Notices of Infraction that are processed by the Office of Civil Infractions (OCI) within 30 calendar days	Quarterly	85%	26.6%	10%	75%	17.2%	33.4%	Unmet	The Office of Civil Infraction has initiated new and advanced quality controls regarding proper service of official DCRA notices, which has recently resulted in the number of Notices of Violation (NOV) being found defective. Defective NOVs are a significant barrier to advancing NOIs within 30 days. When identified as defective, an NOV must be corrected and served upon the respondent who then has a new 'clock' in which to resolve issues. After an additional inspection to verify the status of abatement, only then can an NOI continue to be processed. At this point, the initial clock of 30-days has lapsed. For FY 18, 1730 actions were recorded with 489 comprising of Housing NOIs which is 28% of the NOI caseload.
Percent of Housing Notices of Violation that are referred to the Office of Civil Infractions within 60 days of reinspection	Quarterly	80%	84.2%	90.9%	82.5%	85.5%	85.5%	Met	
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to improve safety and development in the District of Columbia. (2 Measures)									
Percent of construction inspections completed on date identified when scheduled	Quarterly	90%	83.6%	81.7%	83%	84.3%	83.2%	Nearly Met	System reporting and collection skews the data such that DCRA misses the 90% target established for this KPI. DCRA's system records the inspection date as the date in which the inspection results are entered. Due to the high volume of inspections and current technical capabilities, some inspections are not resulted until the following business day causing a skewed metric for this

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
									KPI. DCRA will be providing field equipment to inspectors who will then be able to result inspections in the field, removing the barrier that prevents DCRA from satisfying this KPI target.
Percent of inspections resulted (with NOV or inspection reports) within 30 calendar days of initial inspection	Quarterly	95%	97.7%	94.9%	95.6%	98.7%	96.7%	Met	

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Business Investigations (3 Measures)						
Number of Investigations conducted	Quarterly	1215	1248	1044	817	4324
Number of cases that required Enforcement Action	Quarterly	123	67	65	62	317
Number of business compliance surveys conducted	Quarterly	274	470	778	106	1628
1 - Business License Issuance (7 Measures)						
Number of Business Licenses issued	Quarterly	8367	9630	8786	7362	34,145
Number of applicantions submitted for new business licenses	Quarterly	2689	2800	3261	2714	11,464
Number of group workshops held by the Small Business Resource Center	Quarterly	18	20	23	20	81
Number of customers serviced by the Small Business Resource Center	Quarterly	324	525	598	967	2414
Number of Elevator Certificates issued	Quarterly	533	937	1002	865	3337
Number of Outreach Events Attended by SBRC Staff	Quarterly	7	4	8	5	24
Number of business licenses renewed	Quarterly	5649	6135	5789	4645	22,218

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Corporate Registrations (2 Measures)						
Number of corporate entities registered	Quarterly	3764	4859	4589	4407	17,619
Number of other corporate filings registered	Quarterly	6623	33,601	14,999	11,806	67,029
1 - Professional Licensing Issuance (3 Measures)						
Number of applicants tested	Quarterly	1614	1961	2627	2738	8940
Number of Professional Licenses issued	Quarterly	1901	2964	2016	3525	10,406
Number of Professional Licenses Renewed	Quarterly	5111	6541	12,335	10,791	34,778
1 - Special Event Approval (1 Measure)						
Number of special events issued	Quarterly	22	4	45	28	99
1 - Weighing Devices Registered (1 Measure)						
Number of weighing and measuring devices approved	Quarterly	1780	1604	2244	1352	6980
2 - Address Issuance (1 Measure)						
Number of addresses issued	Quarterly	89	55	147	77	368
2 - Issuance and Maintaining of land survey plats (4 Measures)						
Number of Plats prepared	Quarterly	1371	1658	1601	1512	6142
Number of plats processed with expedited service	Quarterly	624	809	750	718	2901
Number of Sub-Divisions processed	Quarterly	73	127	113	102	415
Number of Street or Alley closings processed	Quarterly	2	0	0	1	3
2 - Permit issuance (4 Measures)						
Number of permits issued	Quarterly	13,094	12,656	13,925	13,939	53,614
Number of Permit applications submitted	Quarterly	15,039	15,009	16,423	15,929	62,400
Number of Certificates of Occupancy issued	Quarterly	932	829	879	843	3483
Number Permit applications submitted online	Quarterly	6989	7429	8424	8279	31,121
3 - Abatement (3 Measures)						

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
Number of Buildings abated	Quarterly	298	245	263	298	1104
Number of properties requiring contractor abatement.	Quarterly	38	4	34	25	101
Number of Vacant lots Abated	Quarterly	23	9	19	44	95
3 - Civil Infractions (1 Measure)						
Number of infraction notices issued	Quarterly	638	367	492	371	1868
3 - Liens and Fines (1 Measure)						
Number of Liens issued	Quarterly	26	25	17	7	75
3 - Vacant building (2 Measures)						
Number of Vacant buildings Surveyed	Quarterly	1836	1868	1933	1647	7284
Vacant Lots inspected	Quarterly	44	47	159	121	371
4 - Construction Inspections (2 Measures)						
Number of Illegal constructions inspections conducted.	Quarterly	675	439	595	480	2189
Number of Permit Construction inspections conducted	Quarterly	6377	5932	6046	5935	24,290
4 - Housing inspections (1 Measure)						
Number of Residential Inspections conducted.	Quarterly	2544	3097	3363	3222	12,226
4 - Proactive inspections (1 Measure)						
Number of Proactive Inspections conducted	Quarterly	626	710	893	942	3171
4 - Specialty Inspections Program (2 Measures)						
Number of Boiler inspections conducted	Quarterly	273	19	8	212	512
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters).	Quarterly	187	95	84	57	423
4 - Third Party inspections Program (2 Measures)						
Number of Quality Control inspections performed on Third Party Inspections	Quarterly	146	117	136	136	535
Number of Third Party reports entered into Accela	Quarterly	8704	9058	11,222	11,289	40,273

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
CONSTRUCTION COMPLIANCE (2 Strategic initiatives)				
Illegal Construction Compliance	In FY18, DCRA will develop and implement a quarterly blitz to locate Illegal Construction activity in the District. A team of inspectors will deploy to one quadrant each quarter to locate activity and issue any necessary Notices of Violation and/or Stop Work Orders were appropriate. This will provide an opportunity for DCRA to also educate the community stakeholders on how to properly identify illegal construction activity.	Complete	DCRA did not conduct a blitz in Q4 and will instead conduct 2 Illegal Construction blitzes in Q1 FY 19. The first is scheduled for October 16th. DCRA will continue to conduct an Illegal Construction blitz each Quarter, moving forward.	
NCRBCA Enhancements	In FY18, DCRA will enhance the National Capital Region Building Code Academy, the Agency's building code training program. The academy will create technical training courses for building code officials internally and externally. Courses and trainings will be delivered throughout the fiscal year.	Complete	DCRA's NCRBCA has already held 11 training events, through the end of Q2 this year; with a total of 360 attendees. These events provide technical training for code-officials and other interested parties involved in the building code. Additionally, NCRBCA has also held many smaller training classes to provide refresher training for DCRA staff.	
CUSTOMER SERVICE (3 Strategic initiatives)				
DCRA integration with OUC's 311 service.	In FY 18, DCRA will integrate select services into the 311 Call Center for a more efficient means of communication of city concerns by the residents. The initiative will begin with Vacant Property and will be expanded to include Property Maintenance Inspections.	Complete	Illegal Construction Enforcement replaced Property Maintenance as one of the identified participating functions of DCRA in 311. Illegal Construction launched as an available service request type in February 2018. From launch through Q3 FY 18, DCRA has received over 1,500 service requests between the Vacant Building Enforcement and Illegal Construction Enforcement programs.	
DCRA Records Unit	DCRA's Records Unit will manage and support agency Records increasing accessibility both internally and externally. The unit will also serve as the agency's point of contact for public requests for records providing a uniform portal through which requests are made and received.	Complete	DCRA's Records Unit is able to receive and process electronic requests for customers, in addition to servicing walk-in customers. Additionally, DCRA is in the final draft phases of the Agency Retention Schedule update and expects completion in Q1 FY 19.	
DCRA Standard Operating Procedures	In FY18, DCRA will update, develop and implement standard operating procedures, business process work flows, and any necessary Administrative Issuances for many DCRA functions.	50-74%	DCRA continues to make progress towards completion of this Initiative. Work is underway to complete updated process models that will inform the SOP and workflow redesign processes. DCRA is working with a vendor to develop the process models which are expected to	Factors preventing completion of this initiative include: staff resources, changing workflows within business units, and

Title	Description	Complete to Date	Status Update	Explanation
			be completed by 3/31/2019. SOPs will continue to be developed and issued throughout the modeling process with an anticipated completion date of 6/30/2019.	stakeholder availability.

PERMITS (3 Strategic initiatives)

Title	Description	Complete to Date	Status Update	Explanation
Decrease the plan review time for large scale projects.	In FY 18, DCRA will decrease the plan review time for large scale projects in the District by implementing its "fast-track" plan review. This is a consolidated effort to review plans in one day onsite with the applicant of large scaled projects.	Complete	To date the Velocity and Expedition programs have completed close to 60 projects with proposed uses of condo conversions, new mixed use buildings with retail space and affordable housing, assisted living facilities, schools and restaurants. To date this program has generated $985,000 in revenue. Customers that utilize these programs are able to receive expedited reviews of their plan submissions resulting in expedited permit issuance and removal of larger projects from plan review queue helping to reduce review times for all other permit applicants.	
Decrease the number of review cycles for plan reviews on building permit applications.	In FY 18, DCRA will reduce the number of review cycles for building permit applications by holding in-person meetings with applicants who have unsuccessfully completed two rounds of application revisions.	Complete	DCRA has been conducting the mandatory review meetings for permit applicants who have unsuccessfully completed two rounds of application revisions. In Q2 FY 18 the agency has held 53 reviews. Additionally, re-review fees are being assessed by the necessary disciplines that are providing the re-review.	
DC Green Home Program	In FY18, DCRA will create the DC Green Home program; a voluntary, incentivized green building program designed to assist District residents green their homes to be healthy, efficient and resilient. The program will be administered by the DCRA Green Building Division in partnership with the DCSEU, DOEE and other stakeholders. The program would be incentivized and made affordable for homeowners through a combination of structural and financial incentives, including waiving building permit fees, (2) same day permit approval, (3) technical green building assistance from DCRA, and (4) financial assistance for design costs and measured energy performance.	50-74%	Progress continues towards the completion of this initiative. The marketing plan will need to be re-submitted in Q1 FY 19 in order to finalize plan requirements. Program participation is being simplified by removing a component that provides financial hardship for project teams. We continue to negotiate incentive packages with stakeholders and anticipate completion of the incentive package by Q1 2019.	Delays include the need to re-work Marketing Plan, finalization of the financial incentive, and stakeholder availability for this large initiative.

RESIDENTIAL INSPECTIONS (2 Strategic initiatives)

Title	Description	Complete to Date	Status Update	Explanation
Increase efficiency in residential and commercial inspections.	In FY 18, DCRA will increase the efficiency and effectiveness of the inspection process by implementing a mobile inspections process. Inspectors will utilize mobile equipment to result inspections and upload data directly into Accela, creating a more streamlined and efficient process.	Complete	Illegal construction mobile inspections pilot ended, illegal construction using AMO in the field in FY19 Q1 and onward. Property maintenance mobile inspections pilot in FY19 Q1.	
DCRA Property Maintenance Team	Per the Council approved budget, DCRA received 17 new positions for Residential Property Inspections. In FY 18, DCRA will recruit and hire the inspectors for complete onboarding by the end of FY 2018. DCRA will need to reconfigure existing space and acquire new vehicles to support the team.	Complete	DCRA has completed this initiative.	
SCHEDULING & ENFORCEMENT UNIT (1 Strategic Initiative)				
DCRA Abatement Team Staffing	DCRA and DOES are working together to create a second abatement team utilizing participants from the L.E.A.P. Program. DCRA will need to reconfigure existing space and acquire new vehicles to support the team.	Complete	This initiative has been completed.	