

# The Department of Buildings FY2023

Agency The Department of Buildings

Agency Code CU0

Fiscal Year 2023

**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.

## Strategic Objectives

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

## Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
<b>1 - 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 Measure records)</b>						
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	97.9%	98.6%	90%	98.8%	90%
Percent of standard building plat requests completed within 3 business days	Up is Better	93.9%	96.2%	85%	91.5%	85%
Percent of Project Dox permit application re-reviews that are reviewed by the Department of Buildings (DOB) within 15 business days of acceptance by agency	Up is Better	91.4%	96.4%	90%	94%	90%
Percentage of Solar Permits that are reviewed within 10 calendar days	Up is Better	77.8%	97.6%	90%	97.3%	90%
Percent of Permit applications that are reviewed by PRC within 2 business days	Up is Better	97.7%	97.2%	90%	95.7%	90%
<b>2 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (4 Measure records)</b>						
Percent of Vacant Building Unit initial inspections completed within 30 business days from date of complaint submission	Up is Better	97.7%	99.5%	85%	98.7%	85%
Percent of exempted properties that are reinspected within 90 calendar days of receiving exempt status	Up is Better	97.1%	97.6%	90%	93%	90%
Percent of Notices of Infraction related customer inquiries that are resolved in one interaction with the Department of Buildings (DOB) staff	Up is Better	94.1%	96.3%	80%	99.3%	80%
Number vacant properties returned to productive use	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023	150
<b>3 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (4 Measure records)</b>						
Percent of Property Maintenance (Housing) inspections that are completed within 15 business days from date of request	Up is Better	96.7%	98.4%	80%	96.4%	80%
Percent of construction inspections completed on date identified when scheduled	Up is Better	92.9%	93%	90%	94.3%	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	97.2%	98.2%	90%	99.6%	90%
Number of housing code violation(s) abated by property owners or DOB	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023	4500

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measure records)</b>						
Percent of non-FOIA Records requests completed within 5 business days from date of receipt	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023	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 2023	New in 2023	New in 2023	New in 2023	95%

## Operations

Operations Title	Operations Description	Type of Operations
<b>1 - 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)</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>2 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (1 Activity)</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>3 - 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)</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>4 - Create and maintain a highly efficient, transparent, and responsive District government. (3 Activity records)</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 & 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
Zoning Administration	Responsible for administering and determining compliance with the Zoning Regulations. This includes Program Code (5010).	Daily Service
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

## Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
<b>1 - Permitting, Construction Compliance, Building Inspections, Green Building, Surveyor, Third Party Inspections (6 Measure records)</b>			
Number of plats prepared	5592	6061	5664
Number of permits issued	54,380	54,229	53,261
Number of Sub-Divisions processed	379	378	274
Number of addresses issued	262	313	193
Number of plats processed with expedited service	2758	2983	2762
Number of Certificates of Occupancy issued	2509	2767	2581
<b>2 - Code Enforcement, Civil Infractions &amp; Fine Assessment (2 Measure records)</b>			
Number of liens issued	957	580	767
Number of infraction notices issued	3358	5128	10,732
<b>3 - Vacant and Blighted Property, Rental Housing Inspections, Housing Rehabilitation (11 Measure records)</b>			
Number of proactive inspections conducted	7412	8753	11,393
Number of housing inspections conducted	5735	7607	13,450
Number of vacant buildings surveyed	6768	7028	7875
Number of inspections conducted	57,286	68,232	80,552
Number of vacant lots abated	32	65	46
Number of illegal constructions inspections conducted	4913	5403	4922
Number of vacant lots inspected	229	419	508
Number of permit construction inspections conducted	26,442	26,891	26,759
Number of quality control inspections performed on third party inspections	1078	1753	1463
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters)	68	153	202
Number of buildings abated	784	1200	824
<b>4 - 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 (1 Measure)</b>			
Number of records requests completed by the Records Team	3402	1140	1757

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Permitting, Construction Compliance, Building Inspections, Green Building, Surveyor, Third Party Inspections (3 Strategic Initiative records)</b>		
Architecture and Engineering Career Pathways Program	In FY 23 The Department of Buildings will create a Career Pathways program designed to provide recent Architecture and Engineering graduates with support and career experience. Recruits will rotate between all DOB departments to have a wide array of exposure in learning permit intake, inspections, plan review, enforcement, and customer service. The goal is to create a pipeline of talent to mitigate staff and field shortages.	09-30-2023
Elevator and Boiler Certificate Upgrade	Currently the elevator and boiler certificate processes are paper or pdf-based reports reducing the usability of captured data. By the end of FY 23 The Department of Buildings will revamp and streamline the system so that data is captured and reported digitally. The platform would allow for searchable data, automatic notifications. Equipment recalls and similar inquiries or alerts would be readily available due to the digital information captured during routine inspections. Certificate issuance, tracking, and transparency will be publicly available.	09-30-2023
Streamlining the Certificate of Occupancy Process	In FY 23 The Department of Buildings (DOB) will streamline the Certificate of Occupancy (C of O) process, by creating a pre-application checklist that will by ensure applicants meet all prerequisite requirements to ensure a complete applications. DOB will accomplish this by automating the status notifications of the review process for business units and applicants. Applicants will no longer be able to email the agency to receive their C of O; which eliminates the unnecessary exchanges between DOB and applicants. This automation will improve the audit trail for legitimate C of O issuance and ensure higher quality C of O review, without slowing down the process.	09-30-2023
<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 (2 Strategic Initiative records)</b>		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Training Academy	In FY 23 The Department of Buildings will plan, develop, and execute a Training Academy platform that will be the central training repository for all trainings for DOB staff and Resident Inspectors. This includes the ability to see all courses and quizzes resident inspectors must take to meet required learning outcomes. This will also allow DOB staff to create trainings, evaluations and other tools to ensure staff have the most up to date techniques for interacting with internal and external customers.	09-30-2023
Coordinated Outreach	In FY 23 The Department of Buildings will launch a coordinated outreach campaign that will actively engage communities across the District about DOB process and procedures. These includes workshops in the communities, educational sessions, online videos posted, and online and in-person training sessions.	09-30-2023
<b>Vacant and Blighted Property, Rental Housing Inspections, Housing Rehabilitation (2 Strategic Initiative records)</b>		
Expand Enforcement and Information Vacant Properties	During FY23, The Department of Buildings will enhance the enforcement and data collection related to vacant properties by establishing a portal(s) that will assist property owners by accomplishing the followings: 1) notify property owners of their most current occupancy status with the Office of Tax and Revenue (OTR), to include last notification date; 2) notify property owners of their most current registration/exemption status to include end date. Additionally, DOB will initiate an outreach program to partner with stakeholders on the existence of resources to assist with the transfer of ownership Class 3 and Class 4 properties. Finally, DOB will increase both enforcement and occupancy determinations with the additional FTE inspectors and enhanced usage of Resident Inspectors.	09-30-2023
Expansion of QA/QC Process	During FY 23 The Department of Buildings (DOB) will implement quality control and quality assurance(QA/QC) processes to improve business operations for all inspections. These QA/QC processes will identify and resolve potential issues throughout the business process which will to lead to better customer satisfaction. DOB will engage an external partner to assist in this pilot program.	09-30-2023