

# Office of Zoning FY2018

**Agency** Office of Zoning

**Agency Code** BJ0

**Fiscal Year** 2018

**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).

## 2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.	2	2
2	Streamline zoning regulations to enhance efficiency and transparency of zoning processes.	3	2
3	Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.	1	2
4	Create and maintain a highly efficient, transparent and responsive District government.**	9	0
<b>TOT</b>		<b>15</b>	<b>6</b>

## 2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
<b>1 - Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public. (2 Measures)</b>									
Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
Percent of webstreamed video of ZC and BZA hearings and meetings that are posted to OZ's website with 48 hours of recording	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
<b>2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (3 Measures)</b>									
Percent of zoning certifications completed within 5 business days	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	99.1%	98%	98.8%	98%
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	100%	98%	98.6%	98%

Percent of BZA summary orders issued within 10 business days	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	100%	98%	98.8%	98%
<b>3 - Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses. (1 Measure)</b>									
Percent of website inquiries responded to within 24 hours	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	92.6%	98%	85.7%	98%

\*\*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 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
<b>1 - Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public. (2 Activities)</b>					
ZONING SERVICES	The Official Zoning Map	OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.	Key Project	1	1
ZONING SERVICES	Interactive Zoning Information System (IZIS)	OZ reviews and accepts applications, schedules public hearings and meetings, and issues legal orders that document the decisions of both the Zoning Commission and the BZA. This process is managed through the IZIS system.	Key Project	0	1
TOT				1	2
<b>2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (2 Activities)</b>					
ZONING SERVICES	Effectively process ZC and BZA applications and petitions.	OZ reviews and accepts applications, schedules public hearings and meetings, and issues legal orders that document the decisions of both the Zoning Commission and the BZA	Daily Service	7	0
ZONING SERVICES	Zoning Regulations of 2016	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.	Key Project	1	0
TOT				8	0
<b>3 - Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses. (2 Activities)</b>					
ZONING SERVICES	Website development to serve the public with zoning information	OZ is responsible for making zoning information easily accessible to the public. This is achieved by making a wealth of information, including, documents, video and regulations available on its website 24/7.	Daily Service	1	0

ZONING SERVICES	Conduct expansive outreach and provide educational programs	OZ believes an informed public is better able to navigate the zoning process in the District of Columbia; therefore it conducts expansive outreach to educate the public about the process before the ZC and BZA.	Daily Service	1	0
TOT				2	0
TOT				11	2

## 2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
<b>1 - The Official Zoning Map (1 Measure)</b>					
Number of unique Zoning Map hits	✓	Not available	Not Available	New Measure	New Measure
<b>2 - Effectively process ZC and BZA applications and petitions. (7 Measures)</b>					
Number of Board of Zoning Adjustment cases filed	<input type="checkbox"/>	Not available	Not Available	237	257
Number of Zoning Commission cases filed	<input type="checkbox"/>	Not available	Not Available	73	77
Number of Board of Zoning Adjustment orders issued	<input type="checkbox"/>	Not available	Not Available	221	213
Number of Zoning Commission orders issued	<input type="checkbox"/>	Not available	Not Available	50	67
Number of Appeals to the DC Court of Appeals (by Calendar Year)	<input type="checkbox"/>	Not available	Not Available	15	22
Number of Board of Zoning Adjustment hearings and meetings	✓	Not available	Not Available	New Measure	New Measure
Number of Zoning Commission hearings and meetings	✓	Not available	Not Available	New Measure	New Measure
<b>2 - Zoning Regulations of 2016 (1 Measure)</b>					
Number of errata and text amendments processed	<input type="checkbox"/>	Not available	Not Available	Not Available	11
<b>3 - Conduct expansive outreach and provide educational programs (1 Measure)</b>					
Number of outreach meetings held	✓	Not available	Not Available	New Measure	New Measure
<b>3 - Website development to serve the public with zoning information (1 Measure)</b>					
Number of unique website hits	✓	Not available	Not Available	New Measure	New Measure

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Zoning Map	<p>In FY17, DCOZ began work to develop a 3D Decision Support System for the Zoning Commission and the Board of Zoning Adjustment . Once finished, the system will assist in the review of cases brought before both entities by enabling 3D models of projects to be submitted for approval by either the ZC or BZA to be electronically placed in context of the project site and reviewed for their impact on the built environment, and their compatibility with the surrounding zoning. This will better enable the BZA, ZC, DC Office of Planning and the general public to understand the context of the project with the surrounding neighborhood.</p> <p>In FY 2018, DCOZ intends to continue to make further progress on important zoning project for the District.</p>	09-30-2018
Zoning Date Dashboard	<p>In FY18, OZ will leverage technology to produce a zoning data dashboard that will provide internal and external reporting on cases before the ZC and BZA. This includes user-friendly ways to obtain case related zoning data: ie number cases filed, cases approved/denied, types of cases, and average time for approvals. This will allow the public to access up-to-date data to ensure predictability.</p>	09-30-2018