

Office of Zoning FY2021

Agency Office of Zoning

Agency Code BJO

Fiscal Year 2021

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).

Strategic Objectives

Objective Number	Strategic Objective
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	Streamline zoning regulations to enhance efficiency and transparency of zoning processes.
3	Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.
4	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
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)					
Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order	Up is Better	100%	100%	91.1%	98%
Percent of webstreamed video of ZC and BZA hearings and meetings that are posted to OZ's website within 48 hours of recording	Up is Better	100%	100%	100%	98%
2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (3 Measures)					
Percent of zoning certifications completed within 5 business days	Up is Better	100%	100%	84.2%	98%
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Up is Better	99.5%	77.2%	58.7%	98%
Percent of BZA summary orders issued within 10 business days	Up is Better	100%	99.6%	100%	98%
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)					
Percent of website inquiries responded to within 24 hours	Up is Better	93%	90.6%	95.2%	98%

Operations

Operations Header	Operations Title	Operations Description	Type 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. (3 Activities)			
ZONING SERVICES	The Official Zoning Map	OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.	Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
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
ZONING SERVICES	Court of Appeals Information	The decisions of the BZA and ZC can be appealed to the DC Court of Appeals for review.	Daily Service
2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (2 Activities)			
ZONING SERVICES	Zoning Regulations of 2016	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.	Key Project
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
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)			
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
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

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - The Official Zoning Map (1 Measure)			
Number of unique Zoning Map hits	157,650	153,358	139,528
2 - Effectively process ZC and BZA applications and petitions. (7 Measures)			
Number of Board of Zoning Adjustment cases filed	295	302	207
Number of Zoning Commission cases filed	84	74	64
Number of Board of Zoning Adjustment orders issued	219	282	171
Number of Zoning Commission orders issued	81	73	68
Number of Appeals to the DC Court of Appeals (by Calendar Year)	18	14	6
Number of Board of Zoning Adjustment hearings and meetings	39	42	36
Number of Zoning Commission hearings and meetings	60	56	51
2 - Zoning Regulations of 2016 (1 Measure)			
Number of errata and text amendments processed	10	12	13
3 - Conduct expansive outreach and provide educational programs (1 Measure)			
Number of outreach meetings held	6	6	4
3 - Website development to serve the public with zoning information (1 Measure)			

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of unique website hits	870,745	643,446	576,518

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Interactive Zoning Information System (IZIS) (1 Strategic Initiative)		
Technological Upgrades to IZIS	In FY2021, OZ will continue to add technological upgrades to the Interactive Zoning Information System (IZIS) that include, but are not limited to updates to applications like Board of Zoning Adjustment (BZA)/Zoning Commission (ZC) workflows, sign-up kiosk, ZDOCS, etc. to better support the virtual hearings, and upgrades to security and backup of the system. These upgrades to the IZIS will render the zoning process even more user-friendly, provide more transparency and ensure a predictable process.	09-30-2021
The Official Zoning Map (1 Strategic Initiative)		
Official Zoning Map and 3D Map Enhancements	In FY2021, OZ will further develop the Official Zoning Map and the 3D maps including but not limited to implementing the new zone designations associated with the reorganization of the Regulations and adding functionality to map the nexus between the solar shadow study of the existing and proposed buildings. The updates will enhance the Zoning Map user experience by providing additional pertinent zoning information.	09-30-2021
Zoning Regulations of 2016 (2 Strategic initiatives)		
Launch of User-Friendly Zoning Regulations	In FY 2021, OZ will work to launch a new user-friendly regulations. Some of the new features will include, but not be limited to, searchable text, quick links, defined terms, use permissions charts, archived history, etc. These new regulations will make navigating the zoning regulations user-friendly for all users.	09-30-2021
Zoning Regulations of 2016 Reorganization	OZ will work with OP on a series of updates to the Zoning Regulations of 2016. These updates include a reformatting of the regulations, and an administrative clean up to the Rules of Practice and Procedure. These changes will make the regulations more user friendly for the public, ensuring a more predictable process.	09-30-2021