

Office of Zoning FY2022

Agency Office of Zoning

Agency Code BJO

Fiscal Year 2022

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 (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 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%	91.1%	100%	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. (5 Measures)					
Percent of zoning certifications completed within 5 business days	Up is Better	100%	84.2%	92%	98%
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Up is Better	77.2%	58.7%	23.5%	98%
Percent of BZA summary orders issued within 10 business days	Up is Better	99.6%	100%	98.3%	98%
Percentage of the Zoning Commission order backlog cleared	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
Percentage of the Board of Zoning Adjustment order backlog cleared	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
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	90.6%	95.2%	93.1%	98%

Due to an oversight, several OZ measures were excluded from their original FY22 performance plan printout. These measures have been included as of February 2022.

Operations

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)		
The Official Zoning Map	OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.	Key Project
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
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 Regulations of 2016	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.	Key Project
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)		
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
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 (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - The Official Zoning Map (1 Measure)			
Number of unique Zoning Map hits	153,358	139,528	120,131
2 - Effectively process ZC and BZA applications and petitions. (7 Measures)			
Number of Appeals to the DC Court of Appeals (by Calendar Year)	14	6	7
Number of Zoning Commission hearings and meetings	56	51	69
Number of Zoning Commission cases filed	74	64	68
Number of Zoning Commission orders issued	73	68	58
Number of Board of Zoning Adjustment hearings and meetings	42	36	40
Number of Board of Zoning Adjustment cases filed	302	207	242
Number of Board of Zoning Adjustment orders issued	282	171	192

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
2 - Zoning Regulations of 2016 (1 Measure)			
Number of errata and text amendments processed	12	13	19
3 - Conduct expansive outreach and provide educational programs (1 Measure)			
Number of outreach meetings held	6	4	8
3 - Website development to serve the public with zoning information (1 Measure)			
Number of unique website hits	643,446	576,518	439,899

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Effectively process ZC and BZA applications and petitions. (2 Strategic initiatives)		
ZC/BZA Racial Equity Training	Working with the Office of Racial Equity (ORE), provide training for the ZC and the BZA on how to apply a racial equity lens in Comp Plan analyses and coordinate a mid-year assessment of the training with ORE.	09-30-2022
Racial Equity Comp Plan Analysis	Ensure that 100% of the Zoning Commission orders for cases that are analyzed under the 2020 Comprehensive Plan include a discussion of the consistency with the Comp Plan through a racial equity lens.	09-30-2022
The Official Zoning Map (1 Strategic Initiative)		
HUB/GIS Racial Equity Tools	OZ will develop mapping and website tools to display racial equity, affordable housing, and project proximity data. The updates will enhance the Zoning Map user experience by providing additional pertinent zoning information.	09-30-2022