Office of Zoning (DCOZ)
FY2016 Performance Accountability Report (PAR)

Introduction

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' progress and key performance indicators (KPIs).

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).

Summary of Services

DCOZ administers the zoning application processes for the ZC and BZA. The agency reviews and accepts applications, schedules hearings to determine whether cases meet specified zoning criteria, schedules meetings to make determinations with respect to pending applications, and issues legal orders. Technology plays a critical role in support of this process by enhancing effectiveness and transparency. DCOZ also spearheads outreach to citizens of the District of Columbia to ensure a robust understanding of the zoning application process.

Overview – Agency Performance

The following section provides a summary of DCOZ performance in FY 2016 by listing DCOZ's top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The Office of Zoning released a new comprehensive electronic Zoning Handbook, designed to assist the public in understanding the details of the new Zoning Regulations of 2016.	It provides a snapshot of development standards for staff to use in their daily responsibilities.	This tool assists the general public by breaking the regulations down into an interactive guide that contains charts, images, and diagrams and links to the new Zoning Regulations and Zoning Map of 2016.
The Office of Zoning released the new web-based Zoning Map of 2016 to showcase the new zone designations of the Zoning Regulations of 2016 and to include additional data and features that allow easy access to a wide range of vital zoning information related to District properties.	This system allows agency personnel to obtain information in an efficient manner.	This interactive map contains a wealth of zoning information and interacts with the Interactive Zoning Information System and the Zoning Handbook to provide citizens of the District detailed zoning information.
The Office of Zoning released the Zoning Regulations of 2016; the first comprehensive zoning revision since 1958.	The release facilitated the transition from the 1958 regulations to the 2016 regulations.	The release included multiple tools to assist the general public in understanding the new regulations and changes that were implemented.

In FY 2016, DCOZ had 4 Key Performance Indicators. Of those, 0 were neutral. Of the remaining measures, 75% (3 KPIs) were met, 25% (1 KPIs) were nearly met, and 0% (0 KPIs) were unmet. In FY 2016, DCOZ had 6 Initiatives. Of those, 100% (6) were completed and 0% (0) were nearly completed, and 0% (0) were not completed. The next sections provide greater detail on the specific metrics and initiatives for DCOZ in FY 2016.

FY16 Objectives

Division	Objective
Agency Management	Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.
Agency Management	Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.
Agency Management	Streamline zoning regulations to enhance efficiency and transparency of zoning processes.

FY16 KPIs

Objective: Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percentage of website inquiries responded to within 24 hours	98	Q	93.33	100	81.48	92.68	92.6	Nearly Met	Emails that were not answered within 24 hours were generally answered within 48.

Objective: Streamline zoning regulations to enhance efficiency and transparency of zoning processes.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of zoning certifications completed within 5 business days	95	Q	100	100	100	97.37	99.1	Met	
Percent of BZA summary orders issued within 10 business days	95	Q	100	100	100	100	100	Met	
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	95	Q	100	100	100	100	100	Met	

FY16 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	Total
Number of Board of Zoning Adjustment cases filed	Q	70	53	61	53	237
Number of Zoning Commission cases filed	Q	16	11	25	21	73
Number of Board of Zoning Adjustment orders issued	Q	65	66	46	44	221
Number of Zoning Commission orders issued	Q	10	14	15	11	50
Number of Appeals to the DC Court of Appeals (by Calendar Year)	Q	6	2	3	4	15

FY16 Initiatives

Title: Conduct community outreach meetings for Advisory Neighborhood Commissions (ANCs) and the general public on the new Zoning Regulations.

    Description: The Zoning Regulations Review (ZRR) is an ongoing case to revise the Zoning Regulations for the first time in over 50 years. DCOZ anticipates that the regulations will become effective in FY16. DCOZ plans to conduct public outreach across the City to provide the citizens information pertaining to the new regulations. An informed public will be able to better navigate the zoning process.

    Complete to Date: Complete

    Status Update: The Office of Zoning has held approximately 20 outreach meetings to ANCs and community associations to present information on the Zoning Regulations of 2016

Title: Enhance public access to the DCOZ website.

    Description: In FY15, DCOZ updated its website to be more user friendly and mobile accessible. In FY16, DOCZ will continue to update its website to include additional information for the public to easily access zoning information. This includes updates to the website for the Zoning Regulation Review (ZRR) and current applications. These updates will further expand available access platforms and facilitate user access to the wealth of information on the DCOZ website. DCOZ will continue to expand the website's interactivity and information to provide first rate 24/7 zoning services to District residents.

    Complete to Date: Complete

    Status Update: In FY16, the Office of Zoning updated its website to include information to assist the public through the zoning process and to inform them of the changes related to ZR16. In addition to the transition materials, OZ developed a new Zoning Map, a new Zoning Handbook, and provided new information to assist the public in navigating the zoning process. OZ also added a mobile-friendly version of its website, map, and zoning handbook

Title: Add new components to the Interactive Zoning Information System (IZIS), to expand upon the system's modular capabilities.

    Description: Over the last three fiscal years, DCOZ has steadily added workflows to IZIS. In FY15, DCOZ completed adding the last BZA and ZC workflows. In FY16, OZ will update IZIS to: 1) reflect any changes implemented with the ZRR and 2) provide maintenance to the existing workflows. The updates will enhance the IZIS user interface to improve or simplify the user experience in filing new cases and documents, and viewing case information.

    Complete to Date: Complete

    Status Update: In FY16, DCOZ updated IZIS, its online case management tool, to reflect changes related to ZR16. New forms and process workflows were developed for release with the new regulations. Changes were also made to facilitate the internal processing of cases

Title: Enhance the Electronic Zoning Map.

    Description: In FY15, DCOZ began the development of the new map associated with the ZRR. In FY16, DCOZ plans to release this map in conjunction with the approval of the ZRR map amendment case. This new map will facilitate the understanding of the changes related to adopting a new zoning code.

    Complete to Date: Complete

    Status Update: In FY16, DCOZ built a new state-of-the-art Zoning Map of the District of Columbia. This new map, that has received many accolades, displays increased zoning information for users and is interactive with both IZIS and the Zoning Handbook

Title: Develop and disseminate information pertaining to the transition from the current regulations to the new regulations.

Description: The ZRR is a project led by the Office of Planning (DCOP) to revise the DC Zoning Regulations. This is the first comprehensive revision of the Zoning Regulations since 1958. In FY16, DCOZ plans to develop outreach materials that will explain the transition to the new regulations in detail. This will assist the public in understanding how and when the regulations will become effective.

    Complete to Date: Complete

    Status Update: DCOZ worked with DCOP and DCRA to develop outreach materials to explain the transition to the ZR16. In addition, DCOZ and DCOP conducted outreach with the ANCs to provide information on the transition. Lastly, DCOZ added to its website for the public to review prior to the effective date a Zoning Map Change Viewer, Zone District Overview Map, Zone Conversion Table and information about the Structure of the Regulations.

Title: Launch a comprehensive electronic Zoning Handbook.

    Description: In FY15, DCOZ began developing a Zoning Handbook associated with the ZRR. In FY16, DCOZ will complete the Zoning Handbook in conjunction with the approval of the new Zoning Regulations. This handbook will assist the public in understanding the new zone designations and provisions contained in the new regulations.

    Complete to Date: Complete

    Status Update: DCOZ developed an interactive Zoning Handbook to explain the ZR16 in an easy to understand application. The application allows the general public to understand development standards for any given zone without having to find the information in the text of the ZR16