

Office of Zoning FY2018

FY2018 Performance Accountability Report

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, 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.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
OZ released its Electronic 3D Map that enables 3D models of projects 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.	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.
OZ processed a 13% increase in cases over FY2017 for a total of 379 BZA and ZC cases.	OZ is effectively and efficiently processing an ever increasing workload.	OZ is effectively and efficiently processing an ever increasing workload.

2018 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.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
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	Quarterly	100%	100%	100%	100%	100%	100%	Met	
Percent of webstreamed video of ZC and BZA hearings and meetings that are posted to OZ's website within 48 hours of recording	Quarterly	100%	100%	100%	100%	100%	100%	Met	
2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (3 Measures)									
Percent of zoning certifications completed within 5 business days	Quarterly	98%	100%	100%	100%	100%	100%	Met	
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Quarterly	98%	100%	100%	98.6%	100%	99.5%	Met	
Percent of BZA summary orders issued within 10 business days	Quarterly	98%	100%	100%	100%	100%	100%	Met	
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	Quarterly	98%	83.3%	100%	100%	90%	93%	Nearly Met	Three emails were not answered within 24 hours, but they were answered within 48 hours.

**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 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - The Official Zoning Map (1 Measure)						
Number of unique Zoning Map hits	Quarterly	35,543	38,624	38,789	37,231	150,187
2 - Effectively process ZC and BZA applications and petitions. (7 Measures)						
Number of Board of Zoning Adjustment cases filed	Quarterly	69	54	84	88	295
Number of Zoning Commission cases filed	Quarterly	20	16	25	23	84

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
Number of Board of Zoning Adjustment orders issued	Quarterly	55	55	56	53	219
Number of Zoning Commission orders issued	Quarterly	10	17	23	31	81
Number of Appeals to the DC Court of Appeals (by Calendar Year)	Quarterly	2	5	7	4	18
Number of Board of Zoning Adjustment hearings and meetings	Quarterly	10	10	13	6	39
Number of Zoning Commission hearings and meetings	Quarterly	18	14	17	11	60
2 - Zoning Regulations of 2016 (1 Measure)						
Number of errata and text amendments processed	Quarterly	5	1	2	2	10
3 - Conduct expansive outreach and provide educational programs (1 Measure)						
Number of outreach meetings held	Quarterly	0	0	2	4	6
3 - Website development to serve the public with zoning information (1 Measure)						
Number of unique website hits	Quarterly	218,112	232,111	221,434	199,088	870,745

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
ZONING SERVICES (2 Strategic initiatives)				
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>	Complete	OZ completed building a 3D Map for ZC/BZA cases. The system will be used to 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.	
	In FY18, OZ will leverage technology to produce a zoning data dashboard that will provide internal and external	Complete	OZ developed an internal zoning dashboard that provides realtime performance measure	

Title	Description	Complete to Date	Status Update	Explanation
Zoning Data Dashboard	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.		information. Parts of this dashboard are available externally, but OZ will work to provide an increasing amount of information to the public to enable them to research zoning information.	