

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Quarterly	98.6%	99.5%	98%	30.4%	100%	96.1%	92.7%	77.2%	Unmet	Between FY 18 and FY 19, OZ experienced a big increase in cases filed. This created a short backlog of cases not scheduled within 90 days. Cases that were not scheduled within three months were scheduled within less than 4 months. OZ caught up with the backlog in the 2 quarter of FY 19 through increasing the amount of cases heard in a hearing day and adding extra hearing days.
Percent of BZA summary orders issued within 10 business days	Quarterly	98.8%	100%	98%	100%	98.4%	100%	100%	99.6%	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	85.7%	93%	98%	100%	66.7%	92.3%	100%	90.6%	Nearly Met	Emails that were not responded to within 24 hours or the next business day, were responded to within 48 hours.
4 - Create and maintain a highly efficient, transparent and responsive District government. (8 Measures)											
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	93.3%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	94.1%	No Target Set	
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies.

*The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any calculations.

*The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets published to the portal after the above date were not included in the measure's calculation.

*Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - The Official Zoning Map (1 Measure)							

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Number of unique Zoning Map hits	Waiting on Data	157,650	37,103	38,978	39,687	37,590	153,358
2 - Effectively process ZC and BZA applications and petitions. (7 Measures)							
Number of Board of Zoning Adjustment cases filed	257	295	92	75	83	52	302
Number of Zoning Commission cases filed	77	84	14	18	19	23	74
Number of Board of Zoning Adjustment orders issued	213	219	69	77	74	62	282
Number of Zoning Commission orders issued	67	81	27	18	19	9	73
Number of Appeals to the DC Court of Appeals (by Calendar Year)	22	18	4	7	2	1	14
Number of Board of Zoning Adjustment hearings and meetings	Waiting on Data	39	11	11	12	8	42
Number of Zoning Commission hearings and meetings	Waiting on Data	60	12	15	18	11	56
2 - Zoning Regulations of 2016 (1 Measure)							
Number of errata and text amendments processed	11	10	4	6	1	1	12
3 - Conduct expansive outreach and provide educational programs (1 Measure)							
Number of outreach meetings held	Waiting on Data	6	0	0	2	4	6
3 - Website development to serve the public with zoning information (1 Measure)							
Number of unique website hits	Waiting on Data	870,745	170,692	122,123	186,821	163,810	643,446

2019 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
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	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
ZONING SERVICES	Zoning Regulations of 2016	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.	Key Project
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

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Court of Appeals Information (1 Strategic Initiative)				
Court of Appeals Dashboard	In FY19, OZ will leverage technology to develop an appeals court data dashboard that will provide information on ZC and BZA cases that are before the DC Court of Appeals. This includes the court information on when the case was filed, where it is in the process and the results. This will allow the public to access up-to-date data to ensure predictability.	Complete	In FY19, OZ leveraged technology to develop an appeals court data dashboard that provides information on ZC and BZA cases that are before the DC Court of Appeals. This includes the court information on when the case was filed, where it is in the process and the results. https://app.dcoz.dc.gov/CourtAppeals/CourtRecords.aspx	
The Official Zoning Map (1 Strategic Initiative)				
Upgrades to the Official Zoning Map	In FY19, OZ will be working to develop new upgrades to the Zoning Map in an effort to provided added information to the public. Some of the upgrades will include adding new data sets for Map Amendment cases; adding increased PUD information, including project FAR, total units, affordable units, public benefits; and adding 2D developments standards. The updates will enhance the Zoning Map user experience by providing additional pertinent zoning information.	Complete	In FY19, OZ worked to develop new upgrades to the Zoning Map in an effort to provided added information to the public. The upgrades included upgrading the JavaScript API from ESRI 3.X to 4.X for stability and speed, greater options for the measurement tools, additional layers to display development standards, Zone Type search includes Development Standard results, PUD search that display more information, and Buffer Search and Draw search that allows for more useful CSVs to export data tables. http://maps.dcoz.dc.gov/zr16/	While the office
Website development to serve the public with zoning information (1 Strategic Initiative)				
Case Timeline Dashboard	In FY19, OZ will develop a dashboard that will provide the public a timeframe of the amount of time various cases average from filing to issuance of an order. This will give the public a level of predictability about the zoning process.	Complete	OZ developed an analytic dashboard that uses data to produce a projected timeline for BZA cases using real case data. https://app.dcoz.dc.gov/Analytics/Analytics.aspx	