



## Office of Zoning DCOZ (BJ)

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### MISSION

The mission of the Office of Zoning (OZ) is to provide administrative, professional, and technical assistance to the Zoning Commission (ZC) and the Board of Zoning Adjustment (BZA) in support of their oversight and adjudication of zoning matters in the District of Columbia.

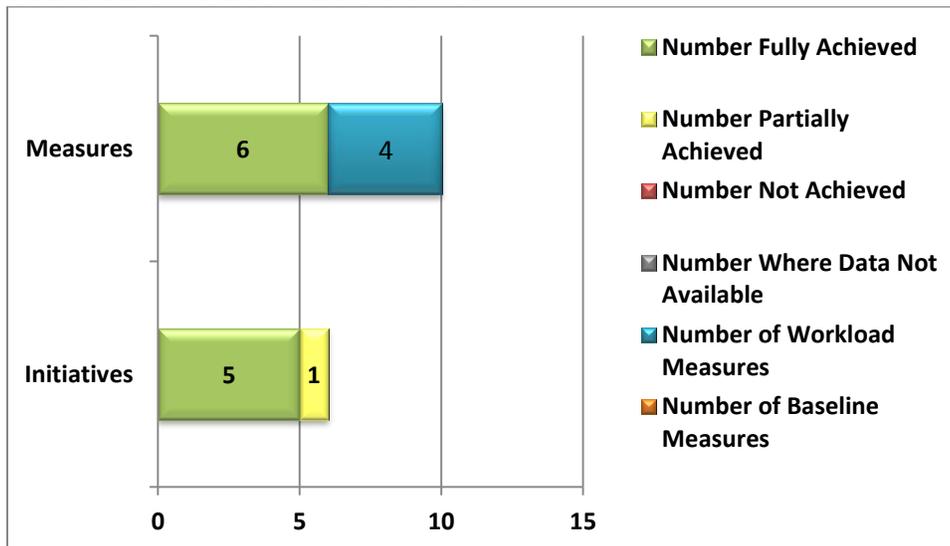
### SUMMARY OF SERVICES

OZ administers the zoning application process 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. OZ also spearheads outreach to citizens of the District of Columbia to ensure a robust understanding of the zoning application process.

### ACCOMPLISHMENTS

- ✓ OZ launched the Zoning Case Search application which allows the public to view ZC and BZA case information and documents online.
- ✓ 100% of all zoning certifications requests and BZA decision summary orders were issued within two weeks.
- ✓ 99.5% of all website inquiries were responded to within 24 hours or the next business day.

### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

-  Fully achieved       Partially achieved       Not achieved       Data not reported

## Agency Management

**OBJECTIVE 1: Engage the public to ensure that the District of Columbia’s zoning processes are easily understandable and accessible to the public.**

- **INITIATIVE 1.1: Conduct community outreach meetings in every Ward in the District of Columbia.**  
**Response:** OZ conducted outreach meetings showcasing the “Zoning 101 – Zoning Basics” presentation in each of the City’s eight Wards. The presentation was designed to give the public a better understanding of zoning processes and procedures, which is critical at a time of increased City-wide development.

**Fully Achieved** – Outreach meetings were held in Ward 1 – June 13<sup>th</sup>, Ward 2 – May 24<sup>th</sup>, Ward 3 – April 27<sup>th</sup>, Ward 4 – June 7<sup>th</sup>, Ward 5 – July 6<sup>th</sup>, Ward 6 – May 31<sup>st</sup>, Ward 7 – July 20<sup>th</sup>, and Ward 8 – June 27<sup>th</sup>.

- **INITIATIVE 1.2: Initiate a new proactive approach to Compliance Review.**  
**Response:** OZ increased its Compliance Review efforts by (i) alerting Applicants of the impending expiration of BZA orders that contain established approval periods; and (ii) notifying the public within 200 feet of an approved ZC or BZA project with conditions of those conditions that the project is subject to. This initiative helped educate members of the public impacted by development of critical aspects of new projects in their communities.

**Fully Achieved** – Expiration letters began being issued in March 2011 and the condition letters began being issued in January 2011.

**OBJECTIVE 2: Leverage new and existing technology to further ensure that the District of Columbia’s zoning processes are easily understandable and accessible to the public.**

- **INITIATIVE 2.1: Process all ZC Planned Unit Development (PUD) application filings and all BZA Appeals through the Interactive Zoning Information System (IZIS).**  
**Response:** OZ partially implemented IZIS for all PUD applications and Appeals from filing to the issuance of a final order. The system was fully developed, however, during the outreach phase, OZ received suggestions that were significant in nature and thus decided to push back the go-live date. However, OZ did launch the Zoning Case Search application, a component of IZIS, which allows the public to view PUD applications and Appeals case information and documents online.

**Partially Achieved** – OZ completed the system’s development and responded to public input and pushed the go-live date into FY12.



- **INITIATIVE 2.2: Seek Authority to Establish the Interactive Zoning Map as the “Official” Zoning Map of the District of Columbia.**

**Response:** OZ petitioned the ZC to establish the online Interactive Zoning Map as the “Official” Zoning Map of the District of Columbia. The ZC accepted the application and set it down on September 26<sup>th</sup>, 2011 for hearing. With the granting of the petition, the public will have greater access to up-to-date mapping information than ever before.

**Fully Achieved** – The ZC approved the case for hearing on September 26<sup>th</sup>, 2011.

**OBJECTIVE 3: Streamline Zoning Regulations to enhance efficiency and transparency of zoning processes.**

- **INITIATIVE 3.1: Draft the text of ZC and BZA practices and procedures.**

**Response:** OZ led the effort to draft the text of the ZC and BZA Rules of Practice and Procedure, in concert with the Office of the Attorney General (OAG), the Office of Planning (OP), and the Zoning Regulations Revision (ZRR) Task Force, for presentation before the ZC for Final Rulemaking. OZ held public outreach meetings and drafted new regulations based on the outcomes of these meetings. OZ believes the modifications will promote clarity and ease of use for the ZC and BZA Rules of Practice and Procedure.

**Fully Achieved** – The drafted text has been sent to OAG for legal sufficiency prior to submission before the ZC for Final Rulemaking.

- **INITIATIVE 3.2: Examine ways to facilitate the release of the new Zoning Regulations.**

**Response:** OZ coordinated with OP and OAG to examine ways to facilitate the release of the new Zoning Regulations. This included discussion on how the regulations will transition from the existing code to the new code. OZ also discussed options for a Zoning Handbook and other public outreach options that will assist the public in understanding the complexities of the new regulations.

**Fully Achieved** – OZ has a timeline for the transition and established options for outreach for when the regulations are released (probably in FY 13).



## Key Performance Indicators – Details

### Performance Assessment Key:

Fully achieved	Partially achieved	Not achieved	Data not reported	Workload Measure
Baseline				

		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
	1.1	# of public outreach meetings held	8	12		13	108.33%	ZONING SERVICES
	1.2	% of website inquiries responded to within 24 hours or the next business day	95.8%	98%		99.59%	101.62%	ZONING SERVICES
	1.3	# of BZA cases filed	135	0		163		ZONING SERVICES
	1.4	# of ZC cases filed	64	0		63		ZONING SERVICES
	1.5	% of zoning certifications completed within 2 weeks	100%	100%		100%	100%	ZONING SERVICES
	1.6	% of BZA summary orders issued within 2 weeks of decision	100%	98%		100%	102.04%	ZONING SERVICES
	1.7	% of BZA hearings scheduled within 4 months of application acceptance (excluding recess month)	100%	85%		92.77%	109.14%	ZONING SERVICES
	1.8	# of BZA orders issued	0	0		137		ZONING SERVICES
	1.9	# of ZC orders issued	51	0		63		ZONING SERVICES
	2.1	# of ZC and BZA cases filed online	5	10		119	1190%	ZONING SERVICES