

GOVERNMENT OF THE DISTRICT OF COLUMBIA



OFFICE OF ZONING

February 8, 2013

Via E-Mail and Delivery

The Honorable Phil Mendelson
Chairman, Council of the District of Columbia
1350 Pennsylvania Avenue, NW, Suite 504
Washington, DC 20004

Dear Chairman Mendelson:

In response to the Committee of the Whole's Performance Oversight preliminary questions dated January 30, 2013, related to the Office of Zoning (OZ), I respectfully submit the following information.

1. *Please provide, as an attachment to your answers, a current organizational chart for your agency with the number of vacant and filled FTE's marked in each box. Include the names of all senior personnel, if applicable. Also include the effective date on the chart.*

Please see **Attachment A**.

2. *Please provide, as an attachment, a Schedule A for your agency which identifies all employees by title/position, current salary fringe benefits, and program office as of January 28, 2013. This Schedule A should also indicate any vacant positions in the agency. Please do not include social security numbers.*

Please see **Attachment B**.

3. *Please list all employees detailed to or from your agency, if any. For each employee identified, please provide the name of the agency to or from detailed, the reason for the detail, the date of the detail, and the employee's projected date of return.*

No employees were detailed to or from OZ.

4. (a) For fiscal year 2012, please list each employee whose salary was \$110,000 or more. For each employee listed provide the name, position title, salary, and amount of any overtime and/or bonus pay.

2012				
Name	Position Title	Salary	Overtime	Bonus Pay
Sara Bardin	Director	\$130,000	N/A	N/A
Richard Nero, Jr.	Deputy Director of Operations	\$135,211	N/A	N/A
Nyambi Nyambi	Chief Technology Officer	\$143,574	N/A	N/A
Clifford Moy	Secretary to the BZA	\$133,258	N/A	N/A
Esther Bushman	General Counsel	\$111,215	N/A	N/A

- (b) For fiscal year 2013, please list each employee whose salary is or was \$110,000 or more. For each employee listed provide the name, position title, salary, and amount of any overtime and/or bonus pay as the date of your response.

2013				
Name	Position Title	Salary	Overtime	Bonus Pay
Sara Bardin	Director	\$130,000	N/A	N/A
Richard Nero, Jr.	Deputy Director of Operations	\$135,211	N/A	N/A
Nyambi Nyambi	Chief Technology Officer	\$143,574	N/A	N/A
Clifford Moy	Secretary to the BZA	\$133,258	N/A	N/A
Esther Bushman	General Counsel	\$111,215	N/A	N/A

5. Please list in descending order the top 25 overtime earners in your agency for fiscal year 2012. For each, state the employee's name, position or title, salary, and aggregate overtime pay.

OZ does not have any overtime earners.

6. For each fiscal year 2011, 2012, and 2013 (to date), please provide a list of employee bonuses or special award pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

OZ did not have any bonuses or special award pay in fiscal years 2011, 2012, or 2013.

7. For each fiscal year 2011, 2012, and 2013 (to date), please state the total number of employees receiving worker's compensation payments.

OZ did not have any employees who received worker's compensation in fiscal years 2011, 2012, or 2013.

8. For fiscal years 2012, and 2013 (to date), please list in chronological order all Intra-District transfers to or from the agency.

2012		
Amount	Funding Agency into OZ	Service
\$18,742	Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings
Amount	Receiving Agency out of OZ	Service
\$144,064	Office of the Attorney General	To provide legal support to the Office of Zoning, Zoning Commission and Board of Zoning Adjustment.
\$2,053	Office of Unified Communications	Customer Service Operations MOU
\$45,565	OFRM	Funding for the PCard.
\$2,000	OCT	OCT assisted OZ in producing a 3 minute video that showcases OZ's services.
\$675	Telecom	Telecommunications fees (ie. landline changes)

2013		
Amount	Funding Agency into OZ	Service
\$22,000	Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings
Amount	Receiving Agency out of OZ	Service
\$147,989	Office of the Attorney General	To provide legal support to the Office of Zoning, Zoning Commission and Board of Zoning Adjustment.
\$30,000	OFRM	Funding for the PCard.
\$1,776	Telecom	Telecommunications fees (ie. landline changes)

9. Please list in chronological order, every reprogramming of funds into and out of the agency for fiscal years 2012 and 2013 (to date). Include a "bottom line" -that explains the revised final budget for your agency. For each reprogramming, list the reprogramming number, the date, the amount, and the rationale.

OZ did not have any reprogramming of funds into or out of the agency in fiscal years 2012 or 2013.

10. For fiscal years 2012 and 2013 (to date), please identify any special purpose revenue funds maintained by, used by, or available for use by your agency. For each fund identified, provide: (1) the revenue source name and code; (2) the source of funding; (3) a description of the program that

generates the funds; (4) the amount of funds generated annually by each source or program; and (5) expenditures of funds, including the purpose of each expenditure.

OZ does not have any special purpose revenue funds that are maintained by, used by, or available for use by the agency.

11. *Please list all memoranda of understanding (MOU) entered into by your agency during fiscal years 2011, 2012, and 2013 (to date). For each, describe its purpose, indicate the date entered, and give the termination date.*

2011			
Agency	Service	Date Entered	Date Terminated
Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings	10/01/2010	09/30/2011
Office of the Attorney General	To provide legal support to the Office of Zoning, Zoning Commission and Board of Zoning Adjustment.	10/01/2010	09/30/2011
Office of Unified Communications	Customer Service Operations MOU	10/01/2010	09/30/2011
2012			
Agency	Service	Date Entered	Date Terminated
Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings	10/01/2011	09/30/2012
Office of the Attorney General	To provide legal support to the Office of Zoning, Zoning Commission and Board of Zoning Adjustment.	10/01/2011	09/30/2012
Office of Unified Communications	Customer Service Operations MOU	10/01/2011	09/30/2012
Department of Employment Services	For a summer intern who continued to work at the Office of Zoning after the summer session ended.	06/13/2012	09/30/2012
2013			
Agency	Service	Date Entered	Date Terminated
Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings	10/01/2012	09/30/2013
Office of the Attorney General	To provide legal support to the Office of Zoning, Zoning Commission and Board of Zoning Adjustment.	10/01/2012	09/30/2013

12. *In order to help the Committee understand agency needs, and the cost of those needs for your agency, please provide as an attachment to your answers all budget enhancement requests (sometimes called a "Form B") submitted by your agency to the Mayor or Chief Financial Officer as part of the budget process for fiscal years 2011, 2012, and 2013.*

OZ did not request any Program Enhancements in fiscal years 2011, 2012, or 2013.

13. Please list each grant or sub-grant received by your agency in fiscal year 2012 and fiscal year 2013 (to date). List the date, amount, and purpose of the grant or sub-grant received, and explain how the grant is allocated if it is multi-year.

OZ does not have any grants or sub-grants.

14. Please list all currently open capital projects for your agency as of January 28, 2013, including those projects that are managed or overseen by another agency or entity. Include a brief description of each, the total estimated cost, expenditures to date, the start and completion dates, and the current status of the project. Also, indicate which projects are experiencing delays and which require additional funding.

Description

OZ has one capital project (split into two capital funding sources) that is focused on the continued, multi-year implementation of a variety of mission-critical information technology systems relating to the Zoning Regulations, the Zoning Map, and the Interactive Zoning Information System (IZIS). The objectives of the project are to (1) improve zoning services through the use of technology to enable the public to better understand available zoning relief mechanisms; and (2) provide the community with user-friendly zoning information systems that are updated in real time.

OZ is using its Capital Funding for:

- The internal and external implementation of the new Zoning Regulations, which are currently being updated for the first time in over 50 years by the Office of Planning;
- The redrawing of the entire Zoning Map, which is necessary upon approval of the new Zoning Regulations by the Zoning Commission;
- The dissemination of information, both electronically and in print, regarding the new Zoning Regulations in advance of their release, including the framework for a comprehensive electronic Zoning Handbook; and
- The continued implementation of the zoning case management system designed to accept cases filed on-line, allow applicants to respond to requests for additional documentation, and users to track the progress of cases online.

Progress Assessment

The capital project remains ongoing. OZ looks forward to working on the portions of the project related to the new Zoning Regulations when the Office of Planning (OP) submits the proposed new text to the Zoning Commission and the Commission takes final action. OP is tentatively scheduled to submit proposed text in the 2nd or 3rd quarter of fiscal year 2013.

Depending on funding and the timing of the approval of the new Zoning Regulations, OZ projects this capital project will be complete by fiscal year 2015.

Funding:

This capital project was first initiated in FY03. In FY 11 due to District-wide budget constraints, OZ's local IT budget was reduced by \$312,000, in exchange for a one-time capital budget allocation of \$273,000 in master lease funding. For FY 14 OZ has requested a program enhancement of \$125,000 in local funds or capital funds to continue developing IZIS.

Agency	Project No	Project Title	Lifetime Budget	Expenditures Through FY12	Pre-encumbrances	Lifetime Balance
ELC	JM105C	REWRITING OF ZONING REGULATION	\$273,502.30	\$203,512.42	\$69,935.00	\$54.88
BJ0	JM102C	REWRITING OF ZONING REGULATIONS	\$542,000.00	\$89,327.64	\$63,681.47	\$388,990.89
			\$815,502.30	\$292,840.06	\$133,616.47	\$389,045.77

15. Please list all pending lawsuits that name your agency as a party. Please identify which cases on the list are lawsuits that potentially expose the city to significant liability in terms of money and/or change in practices. The Committee is not asking for your judgment as to the city's liability; rather, we are asking about the extent of the claim. For those claims identified, please include an explanation about the issues for each case.

OZ has no pending lawsuits.

16. (a) Please list and describe any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed at any time since October 1, 2010.

Not Applicable

(b) Please list and describe any ongoing investigations, audits, or reports of your agency or any employee of your agency.

Not Applicable

17. Please list in chronological order all employee grievances filed against your agency in fiscal year 2012 and fiscal year 2013 (to date). Also, list any earlier grievance that is still pending in any judicial forum. For each, give a brief description of the matter as well as the current status.

OZ has one grievance that has been filed with the Office of Employee Appeals (OEA) in fiscal year 2012. The case is currently waiting to be assigned to an Administrative Judge at OEA.

18. In table format, please list the following for fiscal years 2011, 2012, and 20 13 (to date) regarding the agency's use of SmartPay (credit) cards for agency purchases: (1) individuals (by name and title/position) authorized to use the cards; (2) purchase limits (per person, per day, etc.); (3) total spent (by person and for the agency).

Fiscal Year	Card Holder	Title	Purchase Limit			Total Spent
			Individual	Daily	Monthly	
2011	Sara Bardin	Special Assistant	\$2,500	\$2,500*	\$10,000*	\$33,488.93
2012	Sara Bardin	Special Assistant^	\$2,500	\$2,500	\$10,000	\$13,315.75
2012	Zelalem Hill	Special Assistant^	\$2,500	\$2,500	\$10,000	\$31,942.94
2013	Zelalem Hill	Special Assistant	\$2,500	\$2,500	\$10,000	\$22,665.32

* For the month of October 2010, the daily limit was temporarily increased to \$10,000 and the monthly limit was increased to \$20,000 in order to put in place multiple maintenance agreements at the beginning of the fiscal year.

^ Sara Bardin became Director in January 2012 and Zelalem Hill became a Special Assistant and assumed the Purchase Card role for the agency.

19. (a) In table format, please provide the following information for fiscal years 2011, 2012, and 2013 (to date), regarding your agency's use of cellular phones and mobile devices: (1) individuals (by name and title/position) authorized to carry and use such devices; (2) total annual expense (FY) for each individual's use; and (3) justification for such use (per person). If the list is more than one page in length, you may provide it as an attachment.

2011			
Phone Holder	Title	Annual Expense	Justification
Sara Bardin	Special Assistant	\$245	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Jamison Weinbaum	Director	\$641	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Nyambi Nyambi	Chief Technology Officer	\$640	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network
Richard Nero	Deputy Director	\$643	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Ndifon Abung	IT Specialist	\$400	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network
2012			
Phone Holder	Title	Annual Expense	Justification
Zelalem Hill	Special Assistant	\$384	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Jennifer Jenkins	Public Information Officer	\$382	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact

			after office hours.
Nyambi Nyambi	Chief Technology Officer	\$640	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network
Richard Nero	Deputy Director	\$640	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Ndifon Abung	IT Specialist	\$552	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network
2013			
Phone Holder	Title	Annual Expense	Justification
Zelalem Hill	Special Assistant	\$159	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Jennifer Jenkins	Public Information Officer	\$159	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Nyambi Nyambi	Chief Technology Officer	\$159	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network
Richard Nero	Deputy Director	\$159	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Ndifon Abung	IT Specialist	\$159	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network

(b) Please describe how your agency manages and limits its phone costs, including cellular phones and mobile devices?

OZ limits who may have use of an agency issued cellphone. In addition, OZ limits costs by using a cell phone plan with a standard monthly rate with shared minutes, so that no overages are accumulated. OZ also reviews the monthly statements.

20. *(a) Does your agency have or use a government vehicle? If so, for fiscal years 2011, 2012, and 2013 (to date), please list these vehicles. You may group the vehicles by category (e.g., 15 engines, 33 marked cruisers, three transport buses, etc.).*

OZ does not have or use a government vehicle.

(b) Please list all vehicle accidents involving your agency's vehicles for fiscal years 2011, 2012, and 2013 (to date). Provide: (1) a brief description of each accident; (2) the type of vehicle involved; (3) the justification for using such vehicle; (4) the name and title/position of the driver involved; and (5) whether there was a finding of fault and, if so, who was determined to be at fault.

Not Applicable

21. (a) *D.C. Law prohibits chauffeurs, take-home vehicles, and the use of SUVs (see D.C. Code §§ 50-203 and 50-204). Is your agency in compliance with this law? Please explain any exceptions.*

OZ does not have or use a chauffeur, take-home vehicle or SUV. OZ is in full compliance.

- (b) *If there are exceptions, please provide the following: (1) type of vehicle (make, model, year); (2) individuals (name/position) authorized to have the vehicle; (3) jurisdictional residence of the individual (e.g., Bowie, MD); and (4) justification for the chauffer or take-home status.*

Not Applicable

22. *In table format, please provide the following information for fiscal years 2011, 2012, and 2013 (to date) regarding your agency's authorization of employee travel: (1) individuals (by name and title/position) authorized to travel outside the District; (2) total expense for each trip (per person, per trip, etc.); and (3) justification for the travel (per person).*

OZ did not authorize any travel in FY 2011, 2012, or 2013.

23. *Please provide and itemize, as of January 28, 2013, the current number of WAE, term and contract personnel within your agency. If your agency employs WAE or term personnel, please provide, in table format, the name of each employee, position title, the length of his or her term, the date on which they first started with your agency, and the date on which their current term expires.*

WAE	Term	Contract
0	1	1

Name	Title	Length of Term	Date Started	Date Term Expires
Paul Young	Zoning Data Specialist	13 months	October 22, 2012	November 21, 2013

24. *Please provide, as an attachment, a copy of your agency's current annual performance plan as submitted to the Office of the City Administrator.*

Please see **Attachment C**

25. *What are your top five priorities for the agency? Please provide a detailed explanation for how the agency expects to achieve or work toward these priorities in fiscal years 2013 and 2014.*

1. The Interactive Zoning Information System

OZ provides administrative, professional, and technical assistance to the ZC and the BZA in support of their oversight and adjudication of zoning matters in the District of Columbia. Historically, OZ has always run its processes manually, which are a heavily paper intensive processes. Applications start a process in which the applicant, as well as other District government agencies, Advisory Neighborhood Commissions, and citizens submit documents, sometimes 100+ pages, to OZ. Certain submissions also require the transmitter to send 20 paper copies of each set of documents. All of these documents are then copied at least 10 times for referrals to the Office of the Attorney General, the Office of Planning, the District Department of Transportation, Board/Commission members, staff, etc. These processes generate a tremendous amount of paper from both applicants and internal staff who provide hearing packages for Commissioners and Board members.

OZ set the goal of operating in a paperless environment through gradually addressing these challenges. In FY 12 OZ released its first online case filing module of IZIS for contested map amendments, planned unit developments (PUDs), and BZA appeal cases. This immediately reduced or in some cases eliminated the number of paper copies of case applications and supporting documents filed with each of these case types, and subsequently will be reducing or eliminating the required physical storage space for these documents. Over the next few years, OZ will continue the development of the rest of the processes, which include rulemakings, time extensions and minor modifications of approved PUDs, campus plans, special exceptions, and variances that would further eliminate the need to file, copy, and process paper.

In October 2012, OZ was awarded a 2012 Agency Honorable Mention Award at the annual Government Computer News (GCN) Awards Gala for its innovation and implementation of IZIS. The GCN awards honor outstanding IT achievement in the government technology community and it recognizes executives, corporations, and state level agencies for their impressive technology innovations. OZ was featured in a GCN magazine article titled "DC Zoning Office system shreds paper-based processing."

2. Zoning Regulations Review – Task 1 – The Internal Implementation

The current Zoning Regulations are over 55 years old and contain many outdated terms like "telegraph office" and "tenement house". Countless amendments to the ordinance over the last half century have helped to keep the regulations relevant; however, even the simplest of text amendments has become extremely complicated as 50 years of changes have made it very difficult to cross-reference interwoven sections to prevent unintended consequences.

The Zoning Regulations Review, or ZRR, is a project led by the Office of Planning to revise the Zoning Regulations. Once the Office of Planning files the proposed text with the Zoning Commission, public hearings will be held before final text is approved. The commitment to

undertake the public review and revision of our Zoning Regulations will result in a new ordinance that will spotlight the District as an industry leader.

Once final action has been approved of the text of the new Zoning Regulations, OZ will spearhead an internal implementation of the new ordinance. This includes updating the technical infrastructure, training, and making revisions to all OZ documents.

Technical Infrastructure

The technical infrastructure updates will include:

- a. **Zoning Map's GIS System** – The GIS system will be updated to enhance its capability to concurrently run the current zoning map and overhaul the new zoning map to reflect the new zone districts associated with the new ordinance; and
- b. **IZIS** – Update the IZIS infrastructure to handle the increased workflow processing, and data storage and new processes resulting from the new Zoning Regulations.

Training

Once the ZC adopts the new Regulations, there will be a period of time before the new Regulations become effective. During that time period, OZ, ZC, and BZA will operate under the current Regulations and will work with OP to have training sessions and to implement tools to effectively update staff, ZC, and BZA in the new Regulations.

Revising Public Information

During this time period, OZ will work to revise its forms, brochures, tutorials and other print material to reflect the new Regulations.

3. Zoning Regulations Review – Task 2 – The External Implementation

Once the final action has been approved on the text of the new Zoning Regulations, OZ will work with the Office of Planning to externally implement initiatives associated with the new Regulations. These include:

- a. **Transition Information** – OZ will develop materials that will explain the transition information in detail;
- b. **Website** – OZ's website will be updated on a broad scale to maintain both sets of Regulations and information;
- c. **Zoning Handbook** – A comprehensive electronic Zoning Handbook that will assist the public in understanding the details of the new regulations will be developed;

- d. **Community outreach** – Community outreach to ANCs and community groups will be conducted; and
- e. **Tutorials** – Tutorials on the changes to the ZC and BZA processes will be produced.

4. **The Zoning Map of the District of Columbia**

The zoning map which was paper-based, was published once every 10 years with no adequate way of displaying Zoning Commission amendments between publications. These paper maps soon became obsolete as map amendments were passed by the ZC.

In FY 11, OZ released a fully interactive Geographic Information Systems (GIS)-based Zoning Map, which provides a state-of-the-art graphic user interface and is customized to provide users with a unique view of zoning information. Effective April 13, 2012, the ZC designated the zoning map drawn on the GIS residing in the Office of Zoning (the Electronic Zoning Map) as the “Official” zoning map of the District of Columbia, replacing the zoning map that was manually drawn on four volumes of the Baist Books of the 1960s. The District of Columbia is one of few major US jurisdictions to offer an online interactive zoning map. As a result, OZ has received accolades and inquiries from several cities including Toronto, Canada; Raleigh North Carolina; Portland, Oregon; and Gainesville, Florida about the technologies behind the map.

Despite the recent successes in the zoning map development, there are enhancements that are still in demand. With adequate funding, OZ will work to achieve greater functionality to map all pending ZC and BZA cases; implement a search tool which will allow users to find desired zoning information within the defined vicinity of a single point/lot or contiguous multiple points/lots in the District; and build-in a 3D visualization capability to assist the ZC and the BZA in their contextual evaluation of proposed zoning projects’ effect of massing, volume, height, traffic patterns, sun angles, and shadows cast on adjacent properties.

5. **Use existing and new resources to more efficiently provide customer service to the public.**

Transparency, education, innovation, and responsiveness are the cornerstones of OZ’s customer service mission. For more than a decade OZ has strived to find new and innovative ways to improve the delivery of service and information to its customers. OZ has worked very hard to make its operations and services transparent and easily accessible. While these efforts have been applauded by the community, we will not stand on our laurels.

Transparency

OZ is very proud of the amount of searchable information that is available on its website. Over the next two fiscal years, OZ will continue to expand on the information already available 24/7 to the public. Information that is currently available includes:

1. IZIS– Interactive Zoning Information System
 - a. All case file documents for PUDs, map amendments, and appeals.
 - b. Case information for all case types (i.e. status, relief, action, order, transcripts, etc.).
2. Official Electronic Zoning Map
 - a. Zone district information.
 - b. Case information (i.e. orders, relief, and locations for closed cases)
3. Zoning Regulations
4. All ZC and BZA Orders
5. All ZC and BZA Transcripts since 1997
6. ZC and BZA Calendar with Hearing and Meeting Schedules
7. Live Webcast of All Hearings and Meetings
8. Video on Demand Hearings and Meetings dating back to 2006

Information that OZ is working to make available includes:

1. IZIS– Interactive Zoning Information System
 - a. All case file documents for rulemakings, time extensions of approved PUDs, campus plans, special exceptions, and variances
2. Official Electronic Zoning Map
 - a. Map all pending ZC and BZA cases;
 - b. Implement a search tool which will allow users to find desired zoning information within the defined vicinity of a single point/lot or contiguous multiple points/lots in the District; and
 - c. Build-in a 3D visualization capability to assist users in their contextual evaluation of a proposed zoning projects' effect of massing, volume, height, traffic patterns, sun angles, and shadows cast on adjacent properties.

Educating the Public

One of OZ's most recent undertakings in educating the public includes developing tutorials to assist the public in navigating zoning processes. OZ began this initiative by creating the following tutorials:

- Key Zoning and Land Use Laws
- Variance-Special Exception Hearing
- Variance-Special Exception Pre-Hearing
- Zoning Certifications
- Party vs. Person
- Compliance Review - Part I
- Compliance Review - Part II

In FY 13 OZ has committed to developing at least 15 more. Some of the titles will include:

- Filing an Advisory Neighborhood Commission (ANC) Report
- Using IZIS
- Zoning Commission Contested Case Hearing
- Zoning Commission Rulemaking Case Hearing
- What is a Motion?

Responsiveness

OZ believes that its customers deserve and should expect prompt responses to not only telephone inquiries but e-mailed inquiries as well. For this reason, even though it is no longer a Key Performance indicator on the OZ fiscal year 2013 Performance Plan, OZ remains steadfast in its commitment to answering telephone inquiries and emails within 24 hours or the next business day.

If you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,



Sara A. Bardini
Director

Enclosure: Attachment A – Organizational Chart
Attachment B – Schedule A
Attachment C – FY 2013 Performance Plan

Effective February 1, 2013

Sara Bardin
Director

Esther Bushman
General Counsel

- Draft Summary Orders
- Review All ZC and BZA Orders for Legal Sufficiency and Substantive Edits
- Lead All Internal Agency Trainings
- Compliance Review Manager
- ADA Coordinator

Nyambi Nyambi
Chief Technology Officer

- Interactive Zoning Map Development, Implementation and Oversight
- Interactive Zoning Information Systems (IZIS) Development, Implementation and Oversight
- Zoning IT Strategic Planning
- Zoning Database Systems Manager
- Zoning Website Data Development and Management
- Electronic Zoning Systems Training Coordinator
- District-Wide DCGIS Coordination Committee Member
- Computer Hardware/Software Support
- LAN Management
- Labor Relations Officer
- Training Coordinator (CWD)

Richard Nero, Jr.
Deputy Director for Operations

- Front Office Manager
- ZC & BZA Case Scheduling
- Review and Management of:
 - Case Referrals
 - Case Notifications
 - Application Processing
 - Property & Case Certifications
- ZC & BZA Order Review & Finalization
- IZIS Case Processing
- Inter-Agency Coordination Management
- Job Analyses and Classification
- Personnel Policy Interpretations
- FOIA Officer
- EEO Officer

Zelalem Hill
Special Assistant

- Revenue & Expenditure Tracking Reports & Expenditure Estimates
- Spending Plans, Budget Variance Analyses & Change Requests
- CSBE Compliance Manager
- Purchasing Manager/Purchase Card Manager
- Payroll Supervisor
- Human Resources Advisor
 - Job Postings
 - Personnel Policy and Procedure Updates
 - DCHR Liaison for Coursework
- Contracts and Purchasing Assistant
- Payroll Reviewer
- FMLA Coordinator
- Revenue Manager

Jennifer Jenkins
Public Information Officer

- Communications Manager
- Customer Service Business Partner/Mayor Correspondence Unit
- Media Outreach Services and Public Information Requests
- Facebook/Twitter
- Advisory Neighborhood Commission Contact
- Performance Management Council
- Language Access Coordinator
- Records Manager

Clifford Moy
Secretary to the BZA

- Scheduling, Review & Management of:
 - Appeals of Administrative Decisions
 - Special Exceptions and Variances
 - BZA Hearings & Meetings
- Review of Processed Applications
- Review of Staff Reports
- Review of Case Notifications & Referrals
- Review of Case Summaries
- Review of Draft Decisions & Orders
- Inter-Agency Coordination
- EEO Counselor

Elaine Booth
Lead Contact Representative

- Process BZA Applications
- BZA Case Referrals
- BZA Case File Preparation and Maintenance
- BZA Submission Tracking
- BZA Front Desk Customer Service
- IZIS Data Uploading

Sharon Schellin
Secretary to the ZC

- Scheduling, Review & Management of:
 - Zoning Regulations Amendments/Updates
 - Zoning Map Amendments/Updates
 - Planned Unit Developments
 - Campus Plans
 - ZC Hearings & Meetings
- Review of Processed Applications
- Review of Staff Reports
- Review of Case Notifications & Referrals
- Review of Case Summaries
- Prepare Orders for Publication
- Inter-Agency Coordination

Timothy St. Onge
Zoning Data Coordinator

- IZIS Liaison
 - Database Population and Management
- Zoning Map Cartographic Updates
 - Map Amendments/PUDs
- Website Updates
 - Orders, Transcripts, New Pages, etc.
- Electronic Calendar Updates
- Special Projects
 - Data Researcher
- Zoning Systems Trainer

Ndifon Abung
Zoning Information Technology Specialist

- IZIS Database Population and Management
- Audio Visual Coordinator
- Zoning Systems & Network Security
- Zoning Server Systems Administrator
- Video Streaming Technician
- Video Archive Indexing
- Computer Installation, Repair, Upgrades & Preventative Maintenance
- Agency Telephone Coordinator

John Nyarku
Zoning Specialist

- Prepare, Copy & Assemble Materials for BZA Hearings & Meetings
- Prepare Informational Reports for BZA Actions Taken at Hearings & Meetings
- Document Scanning

Tracey Rose
Compliance Review Specialist
Senior Zoning Specialist

- Monitor Issuance of all Orders
- Coordination of Best and Final Offer Process
- Issuance of Compliance/Condition Letters
- Prepare Full Orders for Publication
- Serves as Alternate Secretary to the BZA

Stephen Varga
Zoning Specialist

- Prepare Information for BZA Hearings & Meetings
- Prepare Staff Reports
- Prepare Case Summaries
- Prepare Result Sheets of BZA Hearings & Meetings
- ZRR Related Materials

Sheila Waiters
Staff Assistant/
Certifications Specialist

- Property Certifications
- Case Certifications for Court Records
- Submission of BZA Orders to the DC Register
- Transcript Maintenance
- General Office Duties
- IZIS Data Uploading

Mercedes Frazier
Contact Representative

- Front Desk Customer Service
- Refer Customers to Office Personnel
- Receive and Route Submissions

Donna Hanousek
Zoning Specialist

- Prepare Information for ZC Hearings & Meetings
- Case Notifications
- Prepare Case Summaries
- Prepare Minutes of ZC Hearings and Meetings
- Prepare Results Sheets of ZC Hearings & Meetings

Patria Burse
Contact Representative

- Process ZC Applications
- ZC Case Referrals
- ZC Case File Preparation and Maintenance
- ZC Submission Tracking
- ZC Front Desk Customer Service

Paul Young
Zoning Data Specialist

- Video Streaming of Hearings and Meetings
- Provides Technical Assistance to Case Presenters
- Scanning and Uploading Orders and Transcripts
- IZIS data coordinator

Schedule A

Total # of Positions for Agency: 19

With Salary and Fringe Benefits

As of January 28, 2013

Position No	Position Title	Grade \ Step	Status	FTE	Salary	Fringe Benefits
00002798	SUPV ZONING SPEC	15 \ 1	Active	1.00	133,258.65	30,995.96
00008272	ZONING SPEC	13 \ 5	Active	1.00	81,242.00	18,896.89
00008800	Zoning Specialist	11 \ 10	Active	1.00	70,437.00	16,383.65
00012818	SUPV INFO TECH SPEC	16 \ 1	Active	1.00	143,574.90	33,395.52
00075244	Director	10 \ 1	Active	1.00	130,000.00	30,238.00
00024352	Staff Assistant	09 \ 3	Active	1.00	44,603.00	10,374.66
00028222	Program Assistant	06 \ 5	Active	1.00	35,687.00	8,300.80
00036011	ZONING SPEC	13 \ 6	Active	1.00	83,550.00	19,433.73
00039182	SUPERVISORY ZONING SPECIALIST	14 \ 1	Active	1.00	100,070.25	23,276.34
00039197	Deputy Director of Operations	16 \ 1	Active	1.00	135,211.65	31,450.23
00039775	ATTORNEY ADVISOR	14 \ 7	Active	1.00	111,215.00	25,868.61
00039849	Lead Contact Rep.	10 \ 7	Active	1.00	54,842.00	12,756.25
00039850	Information Technology Spec	13 \ 6	Active	1.00	85,858.00	19,970.57
00040888	Contact Representative	07 \ 2	Active	1.00	37,118.00	8,633.65
00075258	Spec Asst Programs & Budget An	12\5	Active	1.00	70,259.00	16,342.24
00075305	Public Affairs Specialist	12\5	Active	1.00	70,259.00	16,342.24
00077022	Zoning Data Specilist	9\1	Active	1.00	41,923.00	9,751.29
00075225	Zoning Data Coordinator	11\1	Active	1.00	50,510.00	11,748.63
00073486	Zoning Specialist	12 \ 4	Active	1.00	68,319.00	15,891.00



**FY 2013 PERFORMANCE PLAN
DC Office of Zoning**

ATTACHMENT C

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) in support of their oversight and adjudication of zoning matters in the District of Columbia.

SUMMARY OF SERVICES

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

WORKLOAD MEASURES

Measure	FY10 Actual	FY11 Actual	FY12 YTD
Number of Board of Zoning Adjustment cases filed	135	163	124
Number of Zoning Commission cases filed	64	63	40
Number of Board of Zoning Adjustment orders issued	N/A	137	116
Number of Zoning Commission orders issued	51	63	39

OBJECTIVE 1: Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.

INITIATIVE 1.1: Produce a series of on-line tutorials to educate the public on various aspects of zoning.

To follow up on the successful launch of online tutorials in FY12, DCOZ will continue to produce online tutorials designed to help the public navigate the often complex nature of zoning in the District of Columbia. The series is focused on providing more detailed information to enable the public to better understand zoning processes and procedures on a 24/7 basis. DCOZ will complete 15 additional tutorials by the end of FY13. Completion Date: September, 2013.



INITIATIVE 1.2: Produce a promotional video for public access TV with the Office of Cable Television.

DCOZ will coordinate with the Office of Cable Television to produce an informational video to provide insight on DCOZ programs and services. The video, which will play on TV13 and/or TV16, will assist the public to better understand zoning in the District of Columbia. Completion Date: September, 2013.

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: Add new components to the Interactive Zoning Information System (IZIS).

DCOZ will fully implement IZIS for all Variance and Special Exception applications from filing to the issuance of a final order. This critical technological advancement will allow the public to follow the workflow of Variance and Special Exception cases electronically. Up to this point, members of the public have not had the opportunity to file and review variance and special exception case-related documents from our website. This initiative provides tremendous flexibility and improves public access to critical information. Completion Date: September, 2013.

INITIATIVE 2.2: Enhance the Electronic Zoning Map.

DCOZ will work to develop a tool to allow users to search and display all Zoning Commission and Board of Zoning Adjustment cases by location and color-coded case types. The information that is displayed can be customized to show the entire District or a buffered area. Completion Date: September, 2013.

INITIATIVE 2.3: Scan and upload archived case files into IZIS.

In FY11, DCOZ began uploading current cases files into the IZIS system. In FY13, DCOZ will continue its efforts to enter new and archived Zoning Commission and Board of Zoning Adjustment cases into the system. This initiative will allow the public access to a greater number of historical case files online. Completion Date: September, 2013.

OBJECTIVE 3: Streamline zoning regulations to enhance efficiency and transparency of zoning processes.

INITIATIVE 3.1: Disseminate information about the process of the Zoning Regulations Review (ZRR).

DCOZ will coordinate with the Office of Planning to disseminate information, on the process of the ZRR. The outreach will be geared towards educating the public on the course the amendments will take and how the public can participate on this very important process that will shape the District. Completion Date: September 2013.



KEY PERFORMANCE INDICATORS

Measure	FY11 Actual	FY12 Target	FY 12 YTD	FY13 Projection	FY14 Projection	FY15 Projection
Percent of zoning certifications completed within 2 weeks	100%	100%	100%	100%	100%	100%
Percent of BZA summary orders issued within 2 weeks of decision	100%	98%	95%	98%	98%	98%
Percent of BZA hearings scheduled within 4 months of application acceptance (excluding recess month)	100%	90%	74%	90%	90%	90%