

GOVERNMENT OF THE DISTRICT OF COLUMBIA



OFFICE OF ZONING

February 10, 2015

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 28, 2015, 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, 2015. The 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 2014, 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.

2014				
Name	Position Title	Salary	Overtime	Bonus Pay
Sara Bardin	Director	143,273.00	N/A	N/A
Richard Nero, Jr.	Deputy Director of Operations	139,268.00	N/A	N/A
Nyambi Nyambi	Chief Technology Officer	147,882.15	N/A	N/A
Clifford Moy	Secretary to the BZA	137,256.41	N/A	N/A
Esther Bushman	General Counsel	114,552.00	N/A	N/A

- (b) For fiscal year 2015, 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.

2015				
Name	Position Title	Salary	Overtime	Bonus Pay
Sara Bardin	Director	147,571.19	N/A	N/A
Nyambi Nyambi	Chief Technology Officer	152,318.61	N/A	N/A
Clifford Moy	Secretary to the BZA	141,374.10	N/A	N/A
Esther Bushman	General Counsel	127,827.00	N/A	N/A
Sharon Schellin	Secretary to the ZC	113,379.60	N/A	N/A

5. Please list in descending order the top 25 overtime earners in your agency for fiscal year 2014. 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 2013, 2014, and 2015 (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 2013, 2014, or 2015.

7. For fiscal year 2015 (to date), please list each employee separated from the agency with separation pay. State the amount and number of weeks' equivalency. Also for each state the reason for separation.

OZ did not have any employees separated from the agency in FY 2015.

8. For each fiscal year 2013, 2014, and 2015 (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 2013, 2014, or 2015.

9. For fiscal years 2014, and 2015 (to date), please list in chronological order all Intra-District transfers to or from the agency.

2014		
Amount	Funding Agency into OZ	Service
\$22,224	Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings.
Amount	Receiving Agency out of OZ	Service
\$152,736	Office of the Attorney General	To provide legal support to the Office of Zoning, Zoning Commission and Board of Zoning Adjustment.
\$46,971	OFRM	Funding for the PCard.
\$300	Telecom	Telecommunications fees (i.e., landline changes).
2015		
Amount	Funding Agency into OZ	Service
\$19,194	Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings .
Amount	Receiving Agency out of OZ	Service
\$155,000	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.
\$300	Telecom	Telecommunications fees (i.e., landline changes).

10. Please list in chronological order, every reprogramming of funds into and out of the agency for fiscal years 2014 and 2015 (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.

FY 2014 Reprogrammings			
Local			
Reason	Amount	From	To
COLA Adjustment Personal Services -Regular Full Time (11)	\$59,559.00	\$59,559.00	

11. For fiscal years 2014 and 2015 (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.

12. Please list all memoranda of understanding (MOU) entered into by your agency during fiscal years 2014 and 2015 (to date). For each, describe its purpose, indicate the date entered, and give the termination date.

2014			
Agency	Service	Date Entered	Date Terminated
Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings.	10/01/2013	09/30/2014
Office of the Attorney General	To provide legal support to the Office of Zoning, Zoning Commission and Board of Zoning Adjustment.	10/01/2013	09/30/2014
2015			
Agency	Service	Date Entered	Date Terminated
Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings.	10/01/2014	09/30/2015
Office of the Attorney General	To provide legal support to the Office of Zoning, Zoning Commission and Board of Zoning Adjustment.	10/01/2014	09/30/2015

13. D.C. Law requires the Mayor and the Chief Financial Officer to submit to the Council, simultaneously with a proposed budget submission, actual copies of all agency budget enhancements requests, including the "Form B" for all District agencies (See D.C. Code § 47-318.05a). 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 submitted by your agency to the Mayor or Chief Financial Officer as part of the budget process for fiscal years 2014 and 2015.

OZ did not request any Program Enhancements in fiscal year 2015. Please see **Attachment C** for the FY 2014 budget enhancement requests.

14. Please list each grant or sub-grant received by your agency in fiscal year 2014 and fiscal year 2015 (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.

15. Please list all currently open capital projects for your agency as of the date of your response, 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 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, electronically 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 begin work on the portions of the project related to the new Zoning Regulations when the Zoning Commission takes final action on the text.

Funding:

Agency	Project No	Project Title	Allotments	Expenditures Through FY14	Pre-encumbrances	Lifetime Balance
BJ0	JM102C	REWRITING OF ZONING REGULATIONS	\$542,000	\$114,802	\$75,501	\$351,697
BJ0	JM102C	REWRITING OF ZONING REGULATIONS	\$350,000	\$112,780	\$173,997	\$63,223
			\$892,000	\$227,582	\$249,498	\$414,920

16. 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.

17. (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, 2012.

Not Applicable

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

Not Applicable

18. Please list in chronological order all employee grievances filed against your agency in fiscal years 2014 and 2015 (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 no pending grievances.

19. In table format, please list the following for fiscal years 2013, 2014, and 2015 (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	
2013	Zelalem Hill	Special Assistant	\$2,500	\$2,500	\$10,000	\$59,481.50
2014	Zelalem Hill	Special Assistant	\$2,500	\$2,500	\$10,000	\$46,970.86
2015	Zelalem Hill	Special Assistant	\$2,500	\$2,500	\$10,000	\$7,753.09

20. (a) In table format, please provide the following information for fiscal years 2013, 2014, and 2015 (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.

2013			
Phone Holder	Title	Annual Expense	Justification
Zelalem Hill	Special Assistant	\$635	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Fredrick Kendrick	Public Information Officer	\$635	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Nyambi Nyambi	Chief Technology Officer	\$635	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network.
Richard Nero	Deputy Director	\$635	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Ndifon Abung	IT Specialist	\$635	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network.
2014			
Phone Holder	Title	Annual Expense	Justification
Zelalem Hill	Special Assistant	\$624	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Fredrick Kendrick	Public Information Officer	\$624	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Nyambi Nyambi	Chief Technology Officer	\$624	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network.
Richard Nero	Deputy Director	\$624	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Ndifon Abung	IT Specialist	\$624	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network.
2015			
Phone Holder	Title	Annual Expense	Justification
Zelalem Hill	Special Assistant	\$208	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Nyambi Nyambi	Chief Technology Officer	\$208	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network.
Ndifon Abung	IT Specialist	\$208	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.

21. (a) *Does your agency have or use a government vehicle? If so, for fiscal years 2013, 2014, and 2015 (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 2013, 2014, and 2015 (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

22. *D.C. Law requires the Mayor to pay certain settlements from agency operating budgets if the settlement is less than \$10,000 or less than two years old (see D.C. Code § 2-402(a)(3)). Please itemize each charge-back to your agency for a settlement or judgment pursuant to D.C. Code§ 2-402.*

Not Applicable

23. (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

23. *In table format, please provide the following information for fiscal years 2013, 2014, and 2015 (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 2013, 2014, or 2015.

24. Please provide and itemize, as of January 28, 2015, 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		0
Name	Title	Length of Term	Date Started	Date Term Expires
Allison Meyers	Zoning Specialist	13 months	January 26, 2015	February 25, 2016
Deont'e Leach	Staff Assistant	13 months	April 21, 2014	May 20, 2015

25. 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 D**.

26. 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 2015 and 2016.

1. The Interactive Zoning Information System

OZ provides 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. Historically, OZ has always run its processes manually, which are 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. In FY 2013, OZ completed

the development of the workflow for BZA’s variances and special exception processes, which allow almost 98% of BZA case filers to do so electronically. This is a major and significant development in OZ’s march toward a paperless office since a great number of the cases filed with OZ are BZA cases. In FY14, OZ began developing IZIS’s online filing modules and workflow processes for rulemakings, time extensions and minor modifications of approved PUDs, and campus plans which should be completed by FY 2015/2016.

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 (OP) to revise the Zoning Regulations. OP submitted its draft text for the ZRR to the Zoning Commission (ZC) on July 29, 2013. On September 9, 2013, the ZC set down the proposed ZRR text for public hearings. The following is a list of the public meetings/hearings that were held:

ZRR PUBLIC MEETINGS/HEARINGS			
Date	Public Meeting/Hearing	Date	Public Meeting/Hearing
07/29/2013	OP submits draft text for the ZRR to the ZC	2/8/2014	Community-Based Public Hearing for Wards 5 & 6
09/9/2013	ZRR text setdown for public hearings	2/11/2014	Community-Based Public Hearing for Wards 3 & 4
11/4/2013	Public Hearing on Subtitles A, W, X, Y, and Z	2/12/2014	Community-Based Public Hearing for Wards 7 & 8
11/5/2013	Public Hearing on Subtitle B	2/26/2014	Community-Based Public Hearing for Wards 1 & 2
11/6/2013	Public Hearing on Subtitle D	4/24/2014	Public Hearing on all Subtitles
11/7/2013	Public Hearing on Subtitles E and F	9/4/2014	Further public hearing on the original text
11/12/2013	Public Hearing on Subtitle C	9/8/2014	Public Hearings on the alternative text
11/13/2013	Public Hearing on Subtitles G and H	9/15/2014	Discussion of next steps and dates for deliberation
11/14/2013	Public Hearing on Subtitles I, J, and K	10/6 – 9/2014	Deliberations
11/19/2013	Public Hearing on Subtitle C	11/10/2014	Discussion of status and next steps
11/20/2013	Public Hearing - Questions by the ZC to OP	12/11/2014	Proposed action
1/30/2014	ANC-Specific Public Hearing (in City Council Chambers)		

This 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 taken to approve 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** – A new zoning map that rivals or surpasses the current electronic zoning map will be built to reflect the new zone districts associated with the new ordinance. The GIS infrastructure will be updated to incorporate new technologies that will enhance the existing zoning map's capabilities and concurrently run the new ZRR zoning map; 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 materials 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.

OZ will be working to create the new Zoning Map that will surpasses the current electronic Zoning Map in its capabilities and that will reflect the new zone districts associated with the new ordinance.

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, special exceptions, variances, and appeals; and
 - b. Case information for all case types (i.e. status, relief, action, order, transcripts, etc.).
2. Official Electronic Zoning Map
 - a. Zone district information; and
 - 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 Webcasts of all Hearings and Meetings
8. Video on Demand of 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, and campus plans
2. Official Electronic Zoning Map
 - a. Find all properties by zone district
 - 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
- Zoning 101
- Matter-of-Right Housing Types By Zone District
- Motions
- Filing an Advisory Neighborhood Commission (ANC) Report
- Appeal Pre-Hearing
- Appeal Hearing
- Required Specifications for Plats, Plans, and Elevations for Special Exceptions and Variances
- Burden of Proof – Variance
- Burden of Proof – Special Exception
- Zoning Commission Contested Case Hearing

- Campus Plan Hearing
- IZIS Account Management
- Filing a Document in IZIS
- Filing a Document in the Zoning Regulations Review (ZRR)
- El ABC de la zonificación

In addition, OZ has held three of each of the following seminars: Zoning 101, 201 and 301 for ANC's over the last year.

Innovation

OZ's website (dcoz.dc.gov) has become a great information resource for District residents and others who seek zoning and other District of Columbia government information. Over the years, OZ has continued to tweak its website to meet the needs of users visiting the site. In FY2014, OZ migrated the website to the DC.Gov Drupal platform and redesigned it for greater ease of use. The migrated website will be redesigned to be 508 compliant. In FY2015, it is the goal of OZ to make the agency website compatible with mobile devices.

Responsiveness

OZ believes that its customers deserve, and should expect, prompt responses to not only telephone inquiries but e-mailed inquiries as well. 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,

A handwritten signature in blue ink, appearing to read 'Sara A. Bardin', with a long horizontal flourish extending to the right.

Sara A. Bardin
Director

Enclosure: Attachment A – Organizational Chart
Attachment B – Schedule A
Attachment C – FY 2014 Budget Enhancement Requests
Attachment D – FY 2015 Performance Plan

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

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

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
- Zoning Certifications

Zelalem Hill
Special Assistant

- Expenditure Tracking Reports
- Spending Plans, Budget Variance Analyses & Change Requests
- CSBE Compliance Manager
- Purchasing Manager/Purchase Card Manager
- Payroll Supervisor
- Human Resources Advisor
- Contracts and Purchasing Assistant
- Payroll Reviewer
- FMLA Coordinator
- Revenue Manager
- Customer Service Business Partner/Mayor Correspondence Unit
- Media Outreach Services and Public Information Requests
- Advisory Neighborhood Commission Contact
- Performance Management Council
- Language Access Coordinator
- Front Office Manager

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)

Stephen Varga
Senior Zoning Specialist

- Process and Maintain BZA Cases
- Review BZA Motion Requests, Draft Description, put on BZA Schedule and Submit to BZA Calendar
- Maintain BZA Case Schedule
- Manage the Preparation, Uploading and Mailing of BZA Referral Letters and Notice of Hearing
- Respond to General Telephone, E-Mail and Walk-In Inquiries
- Prepare Information for BZA Hearings & Meetings
- Prepare Staff Reports
- Prepare Initial Case Summaries

Tracey Rose
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
- FOIA Officer
- EEO Officer

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

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

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
- Records Manager

Mercedes Frazier
Contact Representative

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

Matthew Holden
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

- Set up and Clean Up Hearing Room
- Draft Summary Orders
- Provide technical assistance to IZIS users
- Assist in the review of new BZA applications for completeness
- Monitor HPRB cases for potential BZA cases
- Back up for scanning documents

Allison Myers
Zoning Specialist

- Prepare Result Sheets of BZA Hearings & Meetings
- Prepare BZA Hearing Notices
- Prepare BZA Closed Meeting Notices
- Prepare Staff Reports
- Back-up to Processing and Maintaining BZA Cases
- Assists Preparation of Full Orders for Publication
- Assists Preparation of Case Summaries

Deont'e Leach
Staff Assistant

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

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

Patricia Cochran
Zoning Data Technician

- Receive and upload all ZC and BZA case documents
- Quality control of all scanned documents.
- Scan archived cases going backwards

SCHEDULE A

Total # of Positions for Agency: 19

BJO - OFFICE OF ZONING

Position No	Position Title	Grade \ Step	Status	Salary	Fringe Benefits
00002798	SUPV ZONING SPEC	15 \ 1	Active	137,256.41	29,235.62
00008272	ZONING SPEC	13 \ 6	Active	88,637.68	18,955.55
00008800	Zoning Specialist	11 \ 10	Active	74,728.56	15,917.18
00012818	SUPV INFO TECH SPEC	16 \ 1	Active	147,882.15	31,498.90
00024352	Staff Assistant	09 \ 5	Active	50,162.03	10,684.51
00036011	ZONING SPEC	13 \ 7	Active	91,085.99	19,401.32
00039182	SUPERVISORY ZONING SPECIALIST	14 \ 1	Active	103,072.36	21,954.41
00039197	Deputy Director of Operations	16 \ 1	Active	139,268.00	29,664.08
00039775	ATTORNEY ADVISOR	14 \ 8	Active	121,267.05	25,829.88
00039849	Lead Contact Rep.	10 \ 8	Active	59,746.18	12,863.80
00039850	Information Technology Spec	13 \ 8	Active	93,534.30	19,922.81
00040888	Contact Representative	07 \ 5	Active	41,937.48	8,932.68
00073486	Zoning Specialist	12 \ 5	Active	74,538.01	16,158.80
00075244	DIRECTOR	10 \ 1	Active	143,273.00	30,517.15
00075258	Special Assistant	12 \ 5	Active	74,538.01	16,192.42
00077022	Zoning Data Specialist	09 \ 2	Active	45,897.83	10,052.44
00077667	Public Affairs Specialist	12 \ 5	Active	74,538.01	15,876.60
00077835	Zoning Data Coordinator	11 \ 2	Active	55,307.91	11,805.73
10005634	Staff Assistant	09 \ 1	Active	44,476.43	9,473.48
Total for BJO - Office of Zoning				1,661,147.39	354,937.36

FY 2014 PROGRAM ENHANCEMENT - FORM B
Agency Program Enhancement Request Details

Agency Code: BJ0
Agency Title: Office of Zoning (OZ)
Enhancement Title: Restoration of Funds Cut to Reach MARC
Date: 12/5/2012

Total Amount of Local Funds: \$41,180
FTEs: 0
Is this Enhancement a one-time cost? On-going
Agency point of contact: Sara Bardin 202-727-5372

Problem Statement

In order to meet the revised MARC the Office of Zoning (OZ) reduced the Interactive Zoning Information System (IZIS) project by \$41,180. As it stands, OZ is already at a bare minimum in operating funds due to budget reductions over the years.

This further reduction will greatly impact OZ by all but halting the progress OZ has made in advancing a virtually paperless environment. In addition, the further development of IZIS will be crippled indefinitely, leaving several pertinent workflows in the paper environment, while others are being processed electronically. This in turn jeopardizes the efficiency in which the office operates, as staff will have to continue juggling paper cases as well as electronic cases. And lastly, the public will also suffer based on the confusion created by the dual system.

In short, the reduction of these funds will devastate this award winning project that promises to make OZ a paperless environment, render the agency transparent by assisting the public in easily accessing case information, and institute a more efficient and predictable zoning process.

Proposed Solution

The proposed solution is to restore the original MARC funding. The agency is requesting \$41,180 in local funding to be returned to OZ to ensure that the IZIS is not further stalled. In addition, OZ requests that its second enhancement requesting additional funds for IZIS be granted. This is a recurring cost to the District.

Cost-Benefit Analysis

The total cost for this request is \$41,180.

Other Benefits

Legislative Analysis

There are no required amendments to the D.C. Code or any other regulatory requirement as a result of this proposal.

OBP ASSESSMENT

FY 2014 PROGRAM ENHANCEMENT - FORM B
 Agency Program Enhancement Request Details

Agency Code: BJ0
 Agency Title: Office of Zoning (OZ)
 Enhancement Title: Interactive Zoning Information System (IZIS) Enhancement
 Date: 12/5/2012

Total Amount of Local Funds: \$125,000
 FTEs: 0
 Is this Enhancement a one-time cost? On-going
 Agency point of contact: Sara Bardin 202-727-5372

Problem Statement

The Office of Zoning provides 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. Historically, OZ has always run its processes manually, which is 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 required the transmitter to send 20 paper copies of each set of documents. All of these documents would then be 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 coping hearing packages for Commissioners and Board members.

OZ set the goal of operating in a paperless environment through gradually addressing these challenge. In FY 11 due to District-wide budget constraints OZ's IT budget was reduced by \$312,000, in exchange for a one-time capital budget allocation \$273,000 in master lease funding. OZ slowed its development of IZIS in response to the reductions and stretched out the master lease funding to execute IZIS projects over fiscal years FY 11 – 13. Unfortunately, the shift of funds to capital eliminated OZ's capacity to adequately continue mitigating this and other challenges in a timely and cost effective manner in the out years.

FY	41 Budget	Difference
2010	\$618,449	-
2011	\$306,351	(\$312,098)*
2012	\$293,904	(\$12,447)
2013	\$294,000	\$96

* \$172,000 of these funds were for IZIS.

Proposed Solution

In FY 12 DCOZ released its first module of the online case filing system 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 the required storage space for these documents. OZ plans to continue the development of the rest of the processes, which include rulemakings, time extensions of approved PUDs, campus plans, special exceptions, and variances, modifications that would further eliminate the need to file and process paper.

The proposed solution will complete the switch to the IZIS system by developing the remaining work flows. This would eliminate all paper case files. OZ is requesting allocation of \$125,000 in local funds as a recurring cost to the District for the continued development and maintenance of this robust case management system which will make OZ's processes more efficient and transparent..

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".

Cost-Benefit Analysis

The total cost for this request is \$125,000.

Other Benefits

Other benefits to the agency include:

- Make significant gains in efficiency by leveraging work already done by applicants to reduce the time spent recreating and processing information supplied by case applicants and parties;
- Provide instant online access to zoning case information;
- Free up DCOZ resources to enhance response to public inquiries;
- Have multiple employees simultaneously working on a case file;
- Quantify the case timeframes and other statistical information;
- Eliminate a significant portion of the cost of creating and maintaining case related paper files.

In addition, it will also allow the public to:

- File and supplement cases remotely;
- Track the progress of cases and view case information on projects in their neighborhood;
- Submit letters in support and opposition to cases online; and
- Review District agency reports as soon as they are filed.

Legislative Analysis

There are no required amendments to the D.C. Code or any other regulatory requirement as a result of this proposal. Chapters 30 and 31 of Title 11 of the District of Columbia Municipal Regulations (Zoning) requires the processing of proposed zoning amendments and requests for zoning relief.

OBP ASSESSMENT

FY 2014 PROGRAM ENHANCEMENT - FORM B

Agency Program Enhancement Request Details

Agency Code: BJ0

Agency Title: Office of Zoning

Enhancement Title: Enhancements for the Official Zoning Map of the District of Columbia

Date: 12/05/2012

Total Amount of Local Funds: \$50,000

FTEs: 0

Is this Enhancement a one-time cost? On-going

Agency point of contact: Sara Bardin - 202-727-5372

Problem Statement

The Office of Zoning (OZ) provides 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. 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 Zoning Commission.

In FY 11 OZ released a fully interactive Geographic Information Systems (GIS) based Zoning Map, which provides 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 Zoning Commission designated the GIS zoning map as the "Official" zoning map of the District of Columbia, replacing the zoning map that was manually drawn on 4 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 wanting to know how we built the map.

Despite the recent successes in the zoning map development, OZ has not been able to keep up with public demand for further enhancements to the current map. With adequate funding, OZ can achieve greater functionality to map all pending ZC and BZA cases; implement a buffer 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 shadow on adjacent properties.

In FY 11 due to District-wide budget constraints, OZ's IT budget that supported this function was reduced by \$312,098 in exchange for a one-time capital fund allocation of \$273,000 in master lease funding. This shift in funding virtually eliminated OZ's capacity to adequately continue mitigating its mapping challenges in subsequent years.

FY	41 Budget	Difference
2010	\$618,449	
2011	\$306,351	(\$312,098)*
2012	\$293,904	(\$12,447)
2013	\$294,000	\$96

* \$140,000 of these funds were for the zoning map projects

Proposed Solution

The proposed solution is to fund the continued development of the “Official” Zoning Map. OZ is requests \$50,000 in local funds as a recurring cost to allow further development and maintenance of this industry leading Zoning Map.

Cost-Benefit Analysis

The total cost for this request is \$50,000.

Other Benefits

Legislative Analysis

There are no required amendments to the D.C. Code or any other regulatory requirement as a result of this proposal. Chapter One, Section 106 of Title 11 of the DC Municipal Regulations (Zoning) requires the creation and maintenance of this zoning map.

OBP ASSESSMENT

FY 2014 PROGRAM ENHANCEMENT - FORM B
Agency Program Enhancement Request Details

Agency Code: BJ0
Agency Title: Office of Zoning (OZ)
Enhancement Title: Additional Funds for Court Reporting
Date: 12/5/2012

Total Amount of Local Funds: \$25,000
FTEs: 0
Is this Enhancement a one-time cost? On-going
Agency point of contact: Sara Bardin 202-727-5372

Problem Statement

Per Title 11 DCMR §3004 and §3105 the Office of Zoning (OZ) is required by law to transcribe its hearings and meetings. Due to rising costs, a continued high level of Zoning Commission (ZC) and Board of Zoning Adjustment (BZA) applications, and the additional hearings that may be required with the Zoning Regulations Review, additional funds will be required to fulfill the OZ's legally mandated requirements.

If the court reporting contract is not sufficiently funded the OZ will have to cut back on the amount of hearings the ZC and BZA hold, potentially creating a backlog for cases and lengthening the time it takes for cases to be heard.

Proposed Solution

The proposed solution is to grant the requested additional funding. The agency is requesting \$25,000 in local funding to be granted to OZ to ensure that a case backlog is not created. This is a recurring cost to the District.

Cost-Benefit Analysis

The total cost for this request is \$25,000.

Other Benefits

Legislative Analysis

There are no required amendments to the D.C. Code or any other regulatory requirement as a result of this proposal. Title 11 DCMR §3004 and §3105 requires the Office of Zoning (OZ) to transcribe its hearings and meetings.

OBP ASSESSMENT



**FY 2015 PERFORMANCE PLAN
DC Office of Zoning**

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 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.

AGENCY WORKLOAD MEASURES

Measure	FY 2012 Actual	FY 2013 Actual	FY 2014 YTD¹
Number of Board of Zoning Adjustment cases filed	166	200	147
Number of Zoning Commission cases filed	59	46	45
Number of Board of Zoning Adjustment orders issued	147	198	134
Number of Zoning Commission orders issued	46	65	37
Number of Appeals to the DC Court of Appeals (by Calendar Year)	9	20	5

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: Conduct quarterly community outreach meetings for Advisory Neighborhood Commissions (ANC). ANC input is afforded “great weight” in the proceedings before the BZA and ZC. In FY14, DCOZ held at least one community outreach meeting per quarter for ANCs. In FY15, DCOZ anticipates holding at least two community outreach meetings per quarter. DCOZ will continue to use its archive of tutorials to cater to the specific needs of the ANCs. The tutorials are positioned to inform and educate the public about the zoning processes and procedures. At this critical time of increased City-wide development, this action expands the agency’s outreach to community advocates. **Completion Date: September 30, 2015**

¹ As of June 30, 2014
DC Office of Zoning
District of Columbia Government



INITIATIVE 1.2: Enhance public access to the DCOZ website.

In FY15, it is the goal of DCOZ to make the agency website compatible with mobile devices. Currently, the website is accessible by mobile device, however since it is not mobile enabled, the site can be difficult to view and/or maneuver. By making the site mobile enabled, it will 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. **Completion Date: September 30, 2015**

OBJECTIVE 2: Leverage new and existing technologies 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), to expand upon the system's modular capabilities.

In FY12 and FY13, DCOZ publicly launched the case management module of IZIS, a web-based system that allows online case filing, processing, management and public tracking of Planned Unit Developments (PUDs), Appeals, and Variance and Special Exception applications from filing to the issuance of a final order. In FY14, DCOZ began developing IZIS's online filing modules and workflow processes for Rulemakings, Time Extensions and Minor Modifications of approved PUDs, and Campus Plans. In FY15, DCOZ plans to complete development of these workflows. Adding these critical workflows to the growing list of case types that can be processed online will greatly improve public access to important information. **Completion Date: September 30, 2015**

INITIATIVE 2.2: Enhance the Electronic Zoning Map.

In FY12, the Geographic Information System (GIS) based electronic zoning map was launched. The map provides a public view of the official Zoning Map that is constantly updated to display amendments adopted by the Zoning Commission. In FY14, to further enhance the quality of zoning information available to the District, DCOZ launched a new version of the map and began conceptualizing the development of a new map that will reflect the final results of the Zoning Regulations Review (ZRR). For a short duration, this new map will run concurrently with the existing map. In FY15, DCOZ plans to begin the development of the new map in conjunction with the approval of the map amendment associated with the ZRR. **Completion Date: September 30, 2016**

INITIATIVE 2.3: Facilitate the public experience at Zoning Commission and Board of Zoning Adjustment hearings.

DCOZ holds hearings on a weekly basis where members of the public testify before the Board and Commission. In FY15, OZ plans to build an electronic kiosk that allows the public to sign in to testify on the hearing day, and for the ZC and the BZA to more efficiently manage the order and progress of the public testimony. This new system will increase the predictability of the case timeframes for the public. **Completion Date: September 30, 2015**



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

INITIATIVE 3.1: Develop and disseminate information pertaining to the transition from the current regulations to the new regulations.

The Zoning Regulations Review (ZRR) is a project led by the Office of Planning (OP) to revise the DC Zoning Regulations. This is the first comprehensive revision of the Zoning Regulations since 1958. In FY15, DCOZ plans to develop 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. **Completion Date: September 30, 2015**

INITIATIVE 3.2: Begin developing a comprehensive electronic Zoning Handbook.

Once final action on the new Zoning Regulations is approved, DCOZ will work with OP to begin Phase I development of a comprehensive electronic Zoning Handbook to assist the public in understanding the details of the new regulations. Phase I will consist of developing the database and infrastructure to house the electronic handbook. **Completion Date: September 30, 2015**

KEY PERFORMANCE INDICATORS - DC Office of Zoning

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 YTD ²	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Percent of zoning certifications completed within 5 business days	N/A	85%	100%	90%	95%	98%
Percent of BZA summary orders issued within 10 business days	N/A	85%	98%	90%	95%	98%
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	N/A	85%	100%	90%	95%	98%
Percentage of website inquiries responded to within 24 hours	N/A	95%	97%	98%	98%	98%

² As of June 30, 2014.