



February 18, 2020

The Honorable Phil Mendelson
Chairman
Committee of the Whole
Council of the District of Columbia
1350 Pennsylvania Avenue, N.W. Washington, D.C. 20004

Re: Responses to FY 2019 and FY 2020 to date Performance Oversight Questions

Dear Chairman Mendelson:

In response to the Committee of the Whole's performance oversight questions related to the Department of Consumer and Regulatory Affairs (DCRA), I respectfully submit the following information. I look forward to appearing before the Committee to discuss DCRA's activities in FY 2019 and FY 2020, to date. Thank you for the opportunity.

Sincerely,

By: Ernest Chrappah
Ernest Chrappah
Director
Department of Consumer and Regulatory Affairs



Department of Consumer and Regulatory Affairs

FY19 to FY20 YTD
PERFORMANCE OVERSIGHT QUESTIONS

February 18, 2020



Question 1

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

Please see attachment: "DCRA Oversight Question 1 Organizational Structure."

Question 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 February 1, 2020. The Schedule A also should indicate all vacant positions in the agency. Please do not include Social Security numbers.

Please see attachment: "DCRA Oversight Question 2 Schedule A."

Question 3

Please list as of February 1 all employees detailed to or from your agency, if any, anytime this fiscal year (up to the date of your answer). For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date the detail began, and the employee's projected date of return.

Name	Hiring Agency	Detailed To	Reason for Detail	Date Detail Began	Projected Date of Return
LaNesha Kears	DCRA	MOTA	Temporary personnel support to MOTA	August 2019	6/30/20

Question 4

(A) For fiscal year 2019, please list each employee whose salary was \$125,000 or more. For each employee listed provide the name, position title, salary, and amount of any overtime and any bonus pay.

Name	Position Title	Salary	Overtime	Bonus
Abdirahman, Abukar	Budget Director	177,051.00	-	-
Agosto Jr., Pedro	Chief Information Officer	157,000.00	-	-
Akhran, Joscaira	Chief Management Operations	148,257.00	-	1,000.00
Alexander, Antoinette C	Supervisory Contract Liaison	125,000.00	-	-
Bailey, Christopher M	Deputy Division Chief	125,515.00	1,592.42	-
Beeton, Kathleen A	Deputy Program Manager for Zoning	135,065.14	-	-
Bocock, Monique	Supervisory Attorney Advisor	153,734.40	-	-

PERFORMANCE OVERSIGHT HEARING - DCRA

Name	Position Title	Salary	Overtime	Bonus
Bouldin-Carr, Sarah	Permit Center Manager	138,679.20	-	-
Careiro, Vanessa	Program Manager	133,000.00	-	-
Chrappah, Ernest	Director	197,280.93	-	-
Crowe, Tiffany J.	Chief Administrative Officer	145,508.10	-	-
Donkor, Patricia B.	Deputy General Counsel	149,389.00	-	-
Dreist, Roland F	Surveyor DC	156,086.96	-	-
Godie, Enyew	Agency Fiscal Officer	135,995.00	-	-
Grays, Patricia E	Program Manager	144,541.75	-	-
Green, Matthew J	Attorney Advisor	143,360.00	-	-
Harshaw, Elizabeth	Program Manager	129,537.96	-	-
Ijaola, Abiola Oluwayemisi	Supervisory IT Specialist (OS)	125,460.00	-	-
Kuhl, Jonathan	Supervisory Legislative and Public Affairs Officer	136,000.00	-	-
Kwan-Hui, Shirley S	Deputy Director	163,845.00	-	-
Legrant, Matthew	Zoning Administrator	163,580.08	-	-
Lester, Sydney A	Fire Protection Manager	134,858.28	-	-
Lord-Sorensen, Adrienne	Attorney Advisor	139,484.00	-	-
Mcallister, Roland	Manager, Revenue	136,746.00	-	-
McGraw, Esther Y	Supervisory Attorney Advisor	149,462.64	-	-
Parker Woolridge, Doris A	Attorney Advisor	139,484.00	-	-
Parker, Vincent	Administrator (Business & Professional Licensing)	142,686.19	-	-
Patel, Dineshkumar A	Project Manager	129,646.00	498.64	-
Ramprashad, Dennis D	Controller	181,935.00	-	-
Rathje Jr., Kenneth	Deputy Chief Building Official	149,682.13	-	-
Ricks, Tanya	Human Resources Manager	129,500.00	-	-

Name	Position Title	Salary	Overtime	Bonus
Snider, Joseph	Deputy Surveyor	128,176.88	-	
Tengen, Tita A	Manager, Financial Reporting	148,257.00	-	
Whitescarver, Clarence G	Chief Building Official	141,805.00	-	

(B) For fiscal year 2020, please list each employee whose salary is or was \$125,000 or more. For each employee listed provide the name, position title, salary, and amount of any overtime and any bonus pay as of the date of your response.

Name	Position Title	Salary	Overtime	Bonus
Abdirahman, Abukar	Budget Director	187,393.00	-	-
Agosto Jr., Pedro	Chief Information Officer	161,710.00	-	-
Akhran, Joscaira	Chief Management Operations	152,705.00	-	-
Alexander, Antoinette C	Supervisory Contract Liaison S	128,750.00	-	-
Bailey, Christopher M	Deputy Division Chief	129,280.45	-	-
Beeton, Kathleen A	Deputy Prog. Mgr. for Zoning	139,117.09	-	-
Bocock, Monique	Supervisory Attorney Advisor	158,346.43	-	-
Bouldin-Carr, Sarah	Permit Center Manager	142,839.58	-	-
Careiro, Vanessa	Program Manager	136,990.00	-	-
Chrappah, Ernest	Director	203,199.36	-	-
Clay III, Leroy	Assoc Chief Financial Officer	214,064.00	-	-
Crowe, Tiffany J.	Chief Administrative Officer	149,873.34	-	-
Donkor, Patricia B.	Deputy General Counsel	153,870.67	-	-
Dreist, Roland F	Surveyor DC	160,769.57	-	-
Godie, Enyew	Agency Fiscal Officer	140,075.00	-	-
Harshaw, Elizabeth	Program Manager	133,424.10	-	-

PERFORMANCE OVERSIGHT HEARING - DCRA

Name	Position Title	Salary	Overtime	Bonus
Ijaola, Abiola Oluwayemisi	Supervisory IT Specialist	129,223.80	-	-
Isakov, Leonid	Program Manager	135,000.00	-	-
Kuhl, Jonathan	Supervisory Legislative and Public Affairs Officer	140,080.00	-	-
Kwan-Hui, Shirley S	Deputy Director	168,760.35	-	-
Legrant, Matthew	Zoning Administrator	168,487.48	-	-
Lester, Sydney A	Fire Protection Manager	138,904.03	-	-
Lord-Sorensen, Adrienne	Attorney Advisor	141,995.00	-	-
Madison, Berlin	Program Manager	130,000.00	-	-
Mcallister, Roland	Manager, Revenue	140,849.00	-	-
McGraw, Esther Y	Supervisory Attorney Advisor	153,946.52	-	-
Park, Raphael Hwi	Program Manager	134,449.70	-	-
Parker Woolridge, Doris A	Attorney Advisor	145,941.00	-	-
Parker, Vincent	Administrator (Business & Professional Licensing)	146,966.78	-	-
Patel, Dineshkumar A	Project Manager	133,537.00	513.60	-
Ramprashad, Dennis D	Controller	187,393.00	-	-
Rathje Jr., Kenneth	Deputy Chief Building Official	154,172.59	-	-
Reddi, Jyothi	Supvy IT Specialist (OS)	146,582.00	-	-
Ricks, Tanya	Human Resources Manager	133,385.00	-	-
Rivera, Jose	Supvy IT Specialist (OS)	145,000.00	-	-
Snider, Joseph	Deputy Surveyor	132,022.19	-	-
Spence, Shannon	Budget Officer	126,479.00	-	-
Tatum, Donald F	Labor & Employee Rel. Liaison	126,897.00	-	-
Tengen, Tita A	Manager, Financial Reporting	152,705.00	-	-
Washington, Pamela B	Enforcement Administrator	135,512.30	-	-

Name	Position Title	Salary	Overtime	Bonus
Whitescarver, Clarence G	Chief Building Official	146,059.15	-	-
Williams Byrd, Jill	Management & Program Analyst	126,897.00	-	-

Question 5

Please list, in descending order, the top 15 overtime earners in your agency for fiscal year 2019. For each, state the employee’s name, position or title, salary, and aggregate overtime pay.

Employee	Position	Salary	Overtime Pay
Bass, Brandon G	Program Analyst	92,340.00	31,518.61
Fowler, Lori M.	Program Support Specialist	74,983.00	27,521.14
Manning, Derron	Housing Code Inspector I	58,759.00	20,713.30
Byrd, Michael A	Housing Code Inspector II	83,287.00	19,885.83
Ferguson, Wayne	Plans Reviewer	109,811.00	11,832.04
Gibbs, LeShanda N.	Engineering Technician	94,822.00	9,924.69
Hadera, Semere	Supv Structural Engineer	92,538.95	9,515.18
Jenkins, Michael	Housing Code Inspector I	69,037.00	9,041.53
Barber, Chyna	Engineering Technician	84,894.00	8,921.06
Warren, Hector Ernesto	Engineering Technician	92,340.00	7,849.49
Simpkins, Robert C	Program Analyst	109,710.00	7,426.06
Brown-Williams, Marie A	Program Support Specialist	65,611.00	7,228.86
Hashmi, Syed	General Engineer Mechanical	87,376.00	7,175.20
Mutia, Samuel	Plans Reviewer	89,858.00	7,152.30
Lu, Qing	Plans Reviewer	102,268.00	6,563.81

Question 6

For fiscal years 2019 and 2020 (through January 31), 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.

Name	Amount	Justification
Lord-Sorensen, Adrienne	2,055.29	Bonus paid pursuant to the Legal Services Act
Akhran, Joscaira	1,000.00	OCFO SMARTER Operations Award; outstanding contribution to the e-Invoicing Project
Dockery, Rosita	20,000.00	Retirement Incentive
White, Ronald	25,000.00	Retirement Incentive
Grays, Patricia	25,000.00	Retirement Incentive

Question 7

For fiscal years 2019 and 2020 (through January 31), please list each employee separated from the agency with separation pay. State the amount and number of weeks of pay. Also, for each, state the reason for the separation.

Name	Eff. Date	Reason	Number of weeks	Amount (\$)
Employee A	6/22/2018	Separation from Legal Service	2	33,131.99
Employee B	11/23/2018	MSS Non-Disciplinary Separation	10	24,548.90
Employee C	12/10/2018	MSS Non-Disciplinary Separation	10	29,405.10
Employee D	12/10/2018	MSS Non-Disciplinary Separation	10	31,915.20
Employee E	12/11/2018	Termination of Excepted Appt	2	31,079.68
Employee F	7/13/2019	MSS Non-Disciplinary Separation	10	17,508.70
Employee G	7/13/2019	MSS Non-Disciplinary Separation	10	27,011.30
Employee H	7/16/2019	MSS Non-Disciplinary Separation	6	26,014.10

Question 8

For fiscal years 2018, 2019, and 2020 (through January 31), please state the total number of employees receiving worker’s compensation payments.

Name	Amount (\$)
Employee A	24,915.41
Employee B	1,639.20
Employee C	22,297.48
Employee D	1,153.74
Employee E	506.90
Employee F	8,413.82
Employee G	3,113.76
Employee H	501.61
Employee I	1,245.00
Employee J	673.80
Employee K	1,854.51
Employee L	3,258.52
Grand Total	\$ 69,573.75

Question 9

Please provide the name of each employee who was or is on administrative leave in fiscal years 2019 and 2020 (through January 31). In addition, for each employee identified, please provide: (1) their position; (2) a brief description of the reason they were placed on leave; (3) the dates they were/are on administrative leave; (4) whether the leave was/is paid or unpaid; and (5) their current status (as of January 31, 2020).

Position Title	Date	Leave Status	Current HR Status as of Jan. 31	Description
Plans Review Coordinator	24-Sep-19	Paid	Admin Leave	Investigation into employee misconduct
Program Support Specialist	24-Sep-19	Paid	Admin Leave	Investigation into employee misconduct

Position Title	Date	Leave Status	Current HR Status as of Jan. 31	Description
Housing Code Inspector I	15-Nov-19	Paid	Admin Leave	Investigation into employee misconduct
Investigator	27-Aug-19	Paid	Terminated	Investigation into neglect of duty allegation
Comb. Code Comp. Specialist I	19-Feb-18	Paid	Back to work	Investigation into employee misconduct
Program Support Specialist	28-Aug-19	Paid	Resignation	Investigation into employee misconduct
Housing Inspection Program Manager	27-Aug-19	Paid	Back to work	Investigation into neglect of duty allegation
Plans Review Coordinator	13-Aug-18	Paid	Back to work	Investigation into neglect of duty allegation
Surveyor	Unknown	Paid	Retired	Investigation into government car accident
Abatement Crew Worker	18-Dec-19	Paid	Terminated	Investigation into employee misconduct

Question 10

For fiscal years 2019 and 2020 (through January 31), please list, in chronological order, all intra District transfers to or from the agency. Give the date, amount, and reason for the transfer.

FY 2019 Intra-District Transfers to Other Agencies

Date	Project Title	Seller Agency	Amount
10/1/2018	MOAPIA - Community Education and Outreach	Mayor's Office on Asian and Pacific Islander Affairs (APO)	97,617.52
10/1/2018	Green Building Fund	Department of Energy & Environment (KGO)	800,996.28
10/1/2018	Purchase/Travel Card	Purchase Card Transactions (PX0)	348,528.03
10/1/2018	Merchant Service Fee (Credit and Debit Card Processing Fee)	Office of Finance and Treasury (ATO)	145,343.14
10/24/2018	800mhz Radio Communications	Office of Unified Communications (UC0)	1,993.07

Date	Project Title	Seller Agency	Amount
10/30/2018	FY19 - DC Net Sweep	Office of the Chief Technology Officer (TOO)	11,679.69
10/30/2018	FY19 Telecom - RTS	Office of Finance and Resources Management (ASO)	88,601.45
12/24/2018	Suitability - Background Checks	Department of Human Resources (BE0)	15,095.14
12/31/2018	Fleet Services	Department of Public Works (KTO)	208,063.06
2/6/2019	Armored Car Services - DCRA	Office of Finance and Treasury (ATO)	5,200.00
3/13/2019	HR Support Services	Department of Human Resources (BE0)	67,053.00
3/21/2019	Additional Resources and Storage	Office of the Chief Technology Officer (TOO)	82,275.64
6/13/2019	Cashier Services - DCRA	Office of Finance and Treasury (ATO)	224,571.93
6/19/2019	Commercial Driver License	Department of Public Works (KTO)	3,735.00
7/23/2019	Sign Language Interpretation Service	Office of Disability Rights (JRO)	3,242.00
7/24/2019	FY19 Sharepoint MOU	Office of the Chief Technology Officer (TOO)	4,224.33
7/29/2019	Executive Leadership Training	Department of Human Resources (BE0)	25,000.00
7/31/2019	Trash Disposal Services	Department of Public Works (KTO)	14,924.40
7/31/2019	Recycling Services	Department of Public Works (KTO)	293.41
8/7/2019	Legal Services - DCRA Nuisance Properties	Office of the Attorney General (CB0)	142,995.12
8/7/2019	Legal Services - DCRA Boards and Commissions	Office of the Attorney General (CB0)	165,282.11
8/13/2019	Vendor Regulation Enforcement	Metropolitan Police Department (FA0)	715.20

FY 2019 Intra-District Transfers from Other Agencies

Date	Project Title	Buyer Agency	Amount
12/19/2018	Child Development Licenses - Home Inspections	Office of the State Superintendent of Education (GDO)	200,000.00

Date	Project Title	Buyer Agency	Amount
4/30/2019	Sharing of DC Business Portal Resources	Office of Lottery and Gaming (DCO)	303,750.00
8/30/2019	Dedicated Team of Plan Reviewers and Inspector for Permitting	Department of General Services (AM0)	803,637.50

FY 2020 Intra-District Transfers to Other Agencies

Date	Project Title	Seller Agency	Amount
10/1/2019	Purchase/Travel Card	Purchase Card Transactions (PX0)	199,800.00
10/15/2019	Green Building Fund	Department of Energy & Environment (KG0)	900,000.00
11/14/2019	FY20 - DC NET Sweep	Office of the Chief Technology Officer (TO0)	4,190.00
11/14/2019	FY20 Telecom - RTS	Office of Finance and Resources Management (AS0)	17,595.60
12/1/2019	Fleet Services	Department of Public Works (KTO)	199,999.98
12/10/2019	Dedicated Contracting Officer	Office of Contracting and Procurement (PO0)	157,622.91
1/28/2020	Suitability - Background Checks	Department of Human Resources (BE0)	11,769.00

FY 2020 Intra-District Transfers from Other Agencies

Date	Project Title	Buyer Agency	Amount
10/16/2019	Renewable Energy Development Fund	Department of Energy & Environment (KG0)	147,372.18
11/8/2019	DOEE Flood Damage Assessment	Department of Energy & Environment (KG0)	25,000.00
1/23/2020	Licensing for Security Guards	Department of General Services (AM0)	10,620.00

Question 11

Please list, in chronological order, every reprogramming of funds into and out of the agency for fiscal years 2019 and 2020 (through January 31). Include a “bottom line” that explains the revised final budget for your agency. For each reprogramming, list the reprogramming number (if submitted to the Council for approval), the date, the amount, and the rationale.

FY 2019

Effective Date	Document No.	Description	Amount
1/8/2019	BJDBCR19	Funds were reprogrammed from The Department of Housing and Community Development (DHCD) to DCRA to hire 3 temporary Business Process Analysts to conduct analysis of DCRA's process and data.	210,000.00
4/5/2019	BJCFCR19	Funds were reprogrammed from The Department of Employment Services (DOES) to DCRA to provide nuisance abatement services and support IT maintenance and contractual services.	487,000.00
7/2/2019	BJKGCR19	Funds were reprogrammed from the Department of Energy and Environment (DOEE) to DCRA to support IT maintenance and contractual services.	250,000.00
7/16/2019	BJKVCR19	Funds were reprogrammed from the Department of Motor Vehicles (DMV) to DCRA to support IT maintenance and contractual services.	306,000.00

FY 2019 Revised Budget - Local Fund

Effective Date	Document No.	Description	Amount
10/1/2018	BA082018	Original (Approved) FY 2019 Budget	23,201,658.96
1/8/2019	BJDBCR19	Funds were reprogrammed from The Department of Housing and Community Development (DHCD) to DCRA to hire 3 temporary Business Process Analysts to conduct analysis of DCRA's process and data.	210,000.00
4/5/2019	BJCFCR19	Funds were reprogrammed from The Department of Employment Services (DOES) to DCRA to provide nuisance abatement services and support IT maintenance and contractual services.	487,000.00
7/2/2019	BJKGCR19	Funds were reprogrammed from the Department of Energy and Environment (DOEE) to DCRA to support IT maintenance and contractual services.	250,000.00
7/16/2019	BJKVCR19	Funds were reprogrammed from the Department of Motor Vehicles (DMV) to DCRA to support IT maintenance and contractual services.	306,000.00
8/12/2019	BJSUPP19	Additional funding granted in the supplemental budget to support permit review contractors to eliminate permitting backlog	500,000.00
FY 2019 Revised Budget - Local Fund			24,954,658.96

FY 2019 Revised Budget - Special Purpose Revenue (SPR) Funds

Effective Date	Document No.	Description	Amount
10/1/2018	BA082018	Original (Approved) FY 2019 Budget	37,526,877.09
1/28/2019	BJFYCR19	Budget authority to support expedited permit review services.	2,000,000.00
5/1/2019	BHSS1906	SPR Budget Increase for Real Estate Guaranty Fund (6008) and Office of Professional Licensing Administration (Fund 6010) to pay for additional professional licensing services.	950,000.00
8/5/2019	BJSPCR19	SPR Budget Increase for Basic Business License Fund (6013) and Corporation Recordation Fund (6040) to pay for additional professional licensing and contractual services.	350,000.00
8/12/2019	BJSUPP19	Funding to support expedited permit review services.	600,000.00
FY 2019 Revised Budget - SPR Funds			41,426,877.09

Question 12

Please list, in chronological order, every reprogramming within your agency during fiscal year 2020 to date. Also, include both known and anticipated intra-agency reprogramming. For each, give the date, amount, and rationale.

There are no reprogramming actions (in or out of DCRA) in FY 2020 as of January 31, 2020.

Question 13

For fiscal years 2019 and 2020 (as of February 10), please identify any special purpose revenue fund 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. For (4) and (5) provide specific data for fiscal years 2018, 2019, and 2020 (as of January 31, 2019) and give starting and ending balances. You may wish to present this information first as a list (for numbers 1-5) and then as separate tables for numbers 4 and 5.

Nuisance Abatement Fund (6006)

Source of Funding:

Owners of properties, known as nuisance properties, which are in violation of DCRA codes or regulations, are assessed a fee for cost the District incurs in cleaning up the property; Vacant Property Registration; Proactive Inspection Fees; Rental Accommodation Fees.

Description of Program:

Coordinates and monitors enforcement of violations cited by the agency’s regulatory programs; registers vacant properties to encourage their return to productive use; and abates nuisances on properties throughout the District.

Purpose of Expenditures:

64 FTE's - salaries, benefits and overtime; Supplies for abatement; MOU w/ OAG - nuisance property legal services; abatement contractors; proactive inspection contractors; and abatement equipment.

FY 2018 Beginning Fund Balance	FY 2018 Revenue	FY 2018 Expenditures
\$ 3,991,371	\$ 5,825,277	\$ 6,736,424

FY 2019 Beginning Fund Balance	FY 2019 Revenue	FY 2019 Expenditures
\$ 2,801,276	\$ 6,058,705	\$ 5,595,080

FY 2020 Beginning Fund Balance	FY 2020 Revenue (02/01/2020)	FY 2020 Expenditures (02/01/2020)
\$ 3,237,232	\$ 2,013,405	\$ 2,358,368

Real Estate Guaranty & Education Fund (6008)

Source of Funding:

Real estate brokers, salespersons and property managers must pay a license fee to do business in DC.

Description of Program:

The Occupational and Professional Licensing Program develops licensing standards, administers examinations, processes license applications, makes recommendations for board rulings, issues licenses and certificates, and provides technical support and administrative assistance to non-health occupational and professional licensing boards and commissions.

Purpose of Expenditures:

4.70 FTE's - salaries and benefits; supplies; travel/trainings - employees and board members; conference fees; membership dues; printing - publication; board legal services; auditing services; professional licensing contract; equipment (computers/printers).

FY 2018 Beginning Fund Balance	FY 2018 Revenue	FY 2018 Expenditures
\$ 4,697,730	\$ 679,449	\$ 614,232

FY 2019 Beginning Fund Balance	FY 2019 Revenue	FY 2019 Expenditures
\$ 1,241,837	\$ 2,534,882	\$ 2,382,421

FY 2020 Beginning Fund Balance	FY 2020 Revenue (02/01/2020)	FY 2020 Expenditures (02/01/2020)
\$ 1,394,298	\$ 202,293	\$ 142,825

Real Estate Appraisal Fee (6009)

Source of Funding:

Real Estate appraisers must pay license application and renewal fees to do business in DC. The fee includes \$130 for the Real Estate Appraisal Fee Fund, which is used for training real estate appraisers and to cover board members expenses.

Description of Program:

The Occupational and Professional Licensing Program develops licensing standards, administers examinations, processes license applications, makes recommendations for board rulings, issues licenses and certificates, and provides technical support and administrative assistance to non-health occupational and professional licensing boards and commissions.

Purpose of Expenditures:

10 FTE's - salaries and benefits; Supplies; travel/trainings - employees and board members; printing - publications; board legal services; training and investigative reviewers; professional licensing contract; equipment (computers/printers).

FY 2018 Beginning Fund Balance	FY 2018 Revenue	FY 2018 Expenditures
\$ 4,781	\$ 205,155	\$ 113,475

FY 2019 Beginning Fund Balance	FY 2019 Revenue	FY 2019 Expenditures
\$ 96,460	\$ 59,035	\$ 54,552

FY 2020 Beginning Fund Balance	FY 2020 Revenue (02/01/2020)	FY 2020 Expenditures (02/01/2020)
\$ 100,943	\$ 43,590	\$ 10,388

OPLA- Special Account (6010)

Source of Funding:

The following professions must pay license fees to do business in DC: Accounting, Appraisers, Architecture & Interior Design, Asbestos Worker, Athlete Agent, Barbers, Boxing & Wrestling, Cosmetology, Electricians, Engineers, Funeral Directors, Plumbers and Security Officers.

Description of Program:

The Occupational and Professional Licensing Program develops licensing standards, administers examinations, processes license applications, makes recommendations for board rulings, issues licenses and certificates, and provides technical support and administrative assistance to non-health occupational and professional licensing boards and commissions.

Purpose of Expenditures:

27.80 FTE's - salaries, benefits and overtime; supplies; travel/trainings - employees and board members; printing - publications; professional licensing contract; board legal services; staff training; proctoring services; equipment (computers/printers).

FY 2018 Beginning Fund Balance	FY 2018 Revenue	FY 2018 Expenditures
\$ 2,145,885	\$ 6,191,357	\$ 6,166,084

FY 2019 Beginning Fund Balance	FY 2019 Revenue	FY 2019 Expenditures
\$ 2,123,322	\$ 4,573,345	\$ 5,718,713

FY 2020 Beginning Fund Balance	FY 2020 Revenue (02/01/2020)	FY 2020 Expenditures (02/01/2020)
\$ 1,123,138	\$ 1,714,282	\$ 1,006,276

Basic Business License Fund (6013)

Source of Funding:

Application and renewal fees for business licensing.

Description of Program:

Licensing serves as a central point of the agency’s customer service intake and issuance responsibilities for business, corporate, and professional licenses, and for compliance with business regulations. Processes and conducts research for business license applications, renewals, and certifications for businesses seeking to conduct business in the District.

Purpose of Expenditures:

117 FTE's - salaries, benefits and overtime; supplies; paper; uniforms; community outreach and special events; conference fees; training; parking; postage; Business Portal maintenance/upgrades; MOU w/ OFT - cashier/armored car services; equipment.

FY 2018 Beginning Fund Balance	FY 2018 Revenue	FY 2018 Expenditures
\$ 3,457,230	\$ 13,955,784	\$ 14,323,745

FY 2019 Beginning Fund Balance	FY 2019 Revenue	FY 2019 Expenditures
\$ 3,089,269	\$ 13,321,739	\$ 12,590,353

FY 2020 Beginning Fund Balance	FY 2020 Revenue (02/01/2020)	FY 2020 Expenditures (02/01/2020)
\$ 3,005,655	\$ 4,179,690	\$ 4,491,855

DC Combat Sports Commission Fund (Formerly: Boxing Commission - Revolving Account) (6021)

Source of Funding:

Any person presenting or showing any boxing, kickboxing, mixed martial arts or wrestling match, live or on television or telecast in the District must pay a fee based upon gross receipts.

Description of Program:

The Occupational and Professional Licensing Program develops licensing standards, administers examinations, processes license applications, makes recommendations for board rulings, issues licenses and certificates, and provides technical support and administrative assistance to non-health occupational and professional licensing boards and commissions.

Purpose of Expenditures:

0.40 FTE's - salaries and benefits; supplies; travel/trainings - employees and board members; printing - publication; board legal services; gym services; professional licensing contract; boxing equipment.

FY 2018 Beginning Fund Balance	FY 2018 Revenue	FY 2018 Expenditures
\$ -	\$ 52,973	\$ 51,350

FY 2019 Beginning Fund Balance	FY 2019 Revenue	FY 2019 Expenditures
\$ -	\$ 117,029	\$ 62,006

FY 2020 Beginning Fund Balance	FY 2020 Revenue (02/01/2020)	FY 2020 Expenditures (02/01/2020)
\$ -	\$ 209,383	\$ 17,716

Green Building Fund (6030)

Source of Funding:

Funds obtained from a percentage of building structure permit fees.

Description of Program:

The Green Building Division is responsible for regulating construction in the District of Columbia that falls under the regulations of green codes including the Green Building Act, Green Construction Code and Energy Conservation Code.

Purpose of Expenditures:

12.00 FTE's - salaries and benefits; supplies; MOU w/ DOEE for Green Building Initiatives; Green Building projects; exam reimbursements; equipment.

FY 2018 Beginning Fund Balance	FY 2018 Revenue	FY 2018 Expenditures
\$ 1,148,255	\$ 1,953,422	\$ 2,086,206

FY 2019 Beginning Fund Balance	FY 2019 Revenue	FY 2019 Expenditures
\$ 1,015,471	\$ 2,054,092	\$ 1,890,097

FY 2020 Beginning Fund Balance	FY 2020 Revenue (02/01/2020)	FY 2020 Expenditures (02/01/2020)
\$ 1,179,466	\$ 582,167	\$ 627,711

Corporate Recordation Fund (6040)

Source of Funding:

Filing and enforcement fees for Limited Cooperative Associations, Statutory Trusts, and expedited services fees.

Description of Program:

The Corporations Division protects the health, safety, and welfare of the residents of the District of Columbia and the community through maintenance services and timely registration, including trade name registration of corporations, limited liability companies, and partnerships conducting affairs within the District of Columbia.

Purpose of Expenditures:

24 FTE's - salaries, benefits and overtime; supplies; IT system upgrades - CGov360; staffing services; MOU - OAPIA and OAA - community outreach; MOU - OFT - cashier/armored car services; equipment.

FY 2018 Beginning Fund Balance	FY 2018 Revenue	FY 2018 Expenditures
\$ 3,095,452	\$ 5,477,720	\$ 2,762,002

FY 2019 Beginning Fund Balance	FY 2019 Revenue	FY 2019 Expenditures
\$ 3,605,190	\$ 7,604,587	\$ 3,178,084

FY 2020 Beginning Fund Balance	FY 2020 Revenue (02/01/2020)	FY 2020 Expenditures (02/01/2020)
\$ 5,176,503	\$ 1,911,462	\$ 1,622,297

Vending Regulation Fund (6045)

Source of Funding:

Fees paid for the application, issuance or renewal of a basic business license endorsed for vending.

Description of Program:

Licensing serves as a central point of the agency’s customer service intake and issuance responsibilities for business, corporate, and professional licenses, and for compliance with business regulations. Processes and conducts research for business license applications, renewals, and certifications for businesses seeking to conduct business in the District.

Purpose of Expenditures:

12 FTE's - salaries, benefits and overtime; supplies; uniforms; software upgrades and maintenance; IT equipment; travel; community and education events; community outreach; BID Trash collections.

FY 2018 Beginning Fund Balance	FY 2018 Revenue	FY 2018 Expenditures
\$ 772,682	\$ 1,153,607	\$ 1,122,852

FY 2019 Beginning Fund Balance	FY 2019 Revenue	FY 2019 Expenditures
\$ 803,437	\$ 1,000,263	\$ 1,090,818

FY 2020 Beginning Fund Balance	FY 2020 Revenue (02/01/2020)	FY 2020 Expenditures (02/01/2020)
\$ 712,884	\$ 201,879	\$ 553,185

Expedited Building Permit Review Program (6050)

Source of Funding:

Fees imposed for the expedited review of building permit applications.

Description of Program:

Plan reviewers conduct expedited building permit reviews for approval and issuance of building permits.

Purpose of Expenditures:
8 FTE's - salaries and benefits.

FY 2018 Beginning Fund Balance	FY 2018 Revenue	FY 2018 Expenditures
\$ -	\$ -	\$ -

FY 2019 Beginning Fund Balance	FY 2019 Revenue	FY 2019 Expenditures
\$ -	\$ 7,456,085	\$ 2,069,057

FY 2020 Beginning Fund Balance	FY 2020 Revenue (02/01/2020)	FY 2020 Expenditures (02/01/2020)
\$ -	\$ 2,407,039	\$ 380,931

Question 14

Please provide a table showing your agency Council-approved original budget, revised budget (after re-programming, etc.) for fiscal years 2018, 2019, and the first quarter of 2020. In addition, please explain the variances between fiscal year appropriations and actual expenditures for fiscal years 2018 and 2019.

FY 2018 Budget and Actual Expenditures

Approp Fund	GAAP Category Title	CSG	Comp Source Group Title	Original Budget	Revised Budget	Expenditures	Available Balance
0100	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	14,085,524.41	13,208,156.41	12,006,543.02	1,201,613.39
		0012	REGULAR PAY - OTHER	989,148.17	1,236,434.17	2,390,458.39	(1,154,024.22)
		0013	ADDITIONAL GROSS PAY	0.00	0.00	142,204.81	(142,204.81)
		0014	FRINGE BENEFITS -	3,684,817.73	3,517,074.73	3,272,312.55	244,762.18

Approp Fund	GAAP Category Title	CSG	Comp Source Group Title	Original Budget	Revised Budget	Expenditures	Available Balance
			CURR PERSONNEL				
		0015	OVERTIME PAY	193,837.62	222,337.62	297,508.45	(75,170.83)
	PERSONNEL SERVICES Total			18,953,327.93	18,184,002.93	18,109,027.22	74,975.71
	NON-PERSONNEL SERVICES	0020	SUPPLIES AND MATERIALS	0.00	1,200.00	95.43	1,104.57
		0031	TELEPHONE, TELEGRAPH, TELEGRAM, ETC	0.00	60,868.00	51,754.66	9,113.34
		0040	OTHER SERVICES AND CHARGES	794,983.88	905,283.88	545,011.74	360,272.14
		0041	CONTRACTUAL SERVICES - OTHER	2,209,388.50	4,111,638.50	3,973,768.15	137,870.33
		0070	EQUIPMENT & EQUIPMENT RENTAL	0.00	470,000.00	470,165.58	(165.58)
	NON-PERSONNEL SERVICES Total			3,004,372.38	5,548,990.38	5,040,795.56	508,194.80
0100 Total				21,957,700.31	23,732,993.31	23,149,822.78	583,170.51
0600	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	17,965,297.53	17,355,297.53	16,564,031.76	791,265.77
		0012	REGULAR PAY - OTHER	2,199,019.84	2,199,019.84	3,074,796.54	(875,776.70)
		0013	ADDITIONAL GROSS PAY	0.00	0.00	278,310.55	(278,310.55)
		0014	FRINGE BENEFITS - CURR PERSONNEL	4,960,421.97	4,867,421.97	4,463,190.96	404,231.01
		0015	OVERTIME PAY	333,000.00	333,000.00	511,711.33	(178,711.33)

Approp Fund	GAAP Category Title	CSG	Comp Source Group Title	Original Budget	Revised Budget	Expenditures	Available Balance
	PERSONNEL SERVICES Total			25,457,739.34	24,754,739.34	24,892,041.14	(137,301.80)
	NON-PERSONNEL SERVICES	0020	SUPPLIES AND MATERIALS	367,900.00	367,900.00	330,314.96	37,585.04
		0040	OTHER SERVICES AND CHARGES	3,255,762.00	2,525,762.00	2,187,180.31	338,581.69
		0041	CONTRACTUAL SERVICES - OTHER	8,852,619.00	7,195,619.00	6,453,923.12	741,695.88
		0070	EQUIPMENT & EQUIPMENT RENTAL	206,000.00	206,000.00	112,911.66	93,088.34
	NON-PERSONNEL SERVICES Total			12,682,281.00	10,295,281.00	9,084,330.05	1,210,950.95
0600 Total				38,140,020.34	35,050,020.34	33,976,371.19	1,073,649.15
0700	NON-PERSONNEL SERVICES	0040	OTHER SERVICES AND CHARGES	0.00	12,434.53	12,434.53	0.00
		0041	CONTRACTUAL SERVICES - OTHER	0.00	14,983.00	14,983.00	0.00
	NON-PERSONNEL SERVICES Total			0.00	27,417.53	27,417.53	0.00
0700 Total				0.00	27,417.53	27,417.53	0.00
Grand Total				60,097,720.65	58,810,431.18	57,153,611.50	1,656,819.66

The \$583,170.51 surplus in Local Fund is due to vacancy savings and lower than anticipated Non-Personnel Services costs for office support, contractual services and supplies.

The \$1,073,649.15 surplus in Special Purpose Revenue Fund is mainly due to lower costs for Non-Personnel Services in supplies, travel and conferences, legal services, membership fees, IT contractual services, maintenance and equipment.

FY 2019 Budget and Actual Expenditures

Approp Fund	GAAP Category Title	CSG	Comp Source Group Title	Original Budget	Revised Budget	Expenditures	Available Balance	
0100	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	13,811,518.98	13,309,018.98	14,591,731.04	(1,282,712.06)	
		0012	REGULAR PAY - OTHER	2,123,711.15	1,992,961.15	574,144.39	1,418,816.76	
		0013	ADDITIONAL GROSS PAY	0.00	0.00	300,567.88	(300,567.88)	
		0014	FRINGE BENEFITS - CURR PERSONNEL	3,965,503.96	3,808,753.96	3,412,225.83	396,528.13	
		0015	OVERTIME PAY	0.00	0.00	176,162.84	(176,162.84)	
		PERSONNEL SERVICES Total			19,900,734.09	19,110,734.09	19,054,831.98	55,902.11
	NON-PERSONNEL SERVICES	0031	TELECOMMUNICATIONS	0.00	0.00	94,881.09	(94,881.09)	
		0040	OTHER SERVICES AND CHARGES	1,275,924.87	3,331,924.87	3,195,755.54	136,169.33	
		0041	CONTRACTUAL SERVICES - OTHER	2,000,000.00	2,487,000.00	2,459,678.98	27,321.02	
		0070	EQUIPMENT & EQUIPMENT RENTAL	25,000.00	25,000.00	16,062.00	8,938.00	
		NON-PERSONNEL SERVICES Total			3,300,924.87	5,843,924.87	5,766,377.61	77,547.26
	0100 Total				23,201,658.96	24,954,658.96	24,821,209.59	133,449.37
0600	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	19,138,960.32	19,096,960.32	18,992,489.53	104,470.79	
		0012	REGULAR PAY - OTHER	2,869,217.43	2,869,217.43	441,755.92	2,427,461.51	
		0013	ADDITIONAL GROSS PAY	0.00	0.00	359,744.05	(359,744.05)	

Approp Fund	GAAP Category Title	CSG	Comp Source Group Title	Original Budget	Revised Budget	Expenditures	Available Balance
		0014	FRINGE BENEFITS - CURR PERSONNEL	5,455,125.89	5,417,125.89	4,485,629.73	931,496.16
		0015	OVERTIME PAY	179,500.00	179,500.00	284,121.63	(104,621.63)
	PERSONNEL SERVICES Total			27,642,803.64	27,562,803.64	24,563,740.86	2,999,062.78
	NON-PERSONNEL SERVICES	0020	SUPPLIES AND MATERIALS	370,000.00	470,000.00	201,832.08	268,167.92
		0031	TELECOMMUNICATIONS	0.00	50,000.00	5,400.05	44,599.95
		0040	OTHER SERVICES AND CHARGES	2,546,482.45	4,637,982.45	2,451,256.12	2,186,726.33
		0041	CONTRACTUAL SERVICES - OTHER	6,694,334.00	7,982,834.00	7,155,279.45	827,554.55
		0070	EQUIPMENT & EQUIPMENT RENTAL	273,257.00	723,257.00	253,673.11	469,583.89
	NON-PERSONNEL SERVICES Total			9,884,073.45	13,864,073.45	10,067,440.81	3,796,632.64
0600 Total				37,526,877.09	41,426,877.09	34,631,181.67	6,795,695.42
0700	NON-PERSONNEL SERVICES	0041	CONTRACTUAL SERVICES - OTHER	0.00	503,750.00	503,750.00	0.00
	NON-PERSONNEL SERVICES Total			0.00	503,750.00	503,750.00	0.00
0700 Total				0.00	503,750.00	503,750.00	0.00
Grand Total				60,728,536.05	66,885,286.05	59,956,141.26	6,929,144.79

The \$133,449.37 surplus in Local Fund is due to vacancy savings and lower than anticipated Non-Personnel Services costs for office support, contractual services and equipment.

The \$6,795,695.42 surplus in Special Purpose Revenue Fund consists of \$2,999,062.78 PS surplus due to vacant positions and timing of receipt of the supplemental funds; and the remaining \$3,796,632.64 is NPS surplus mainly for plan review services as a result of the procurement process taking longer time. There were also lower than anticipated expenditures for supplies, parking, travel/conferences, training, maintenance, printing and other contractual services.

FY 2020 Budget and Actual Expenditures (First Quarter)

Approp Fund	GAAP Category Title	CSG	Comp Source Group Title	Original Budget	Revised Budget	Expenditures	Available Balance	
0100	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	15,845,035.68	15,845,035.68	3,941,897.74	11,903,137.94	
		0012	REGULAR PAY - OTHER	2,054,226.08	2,054,226.08	50,985.72	2,003,240.36	
		0013	ADDITIONAL GROSS PAY	0.00	0.00	7,957.29	(7,957.29)	
		0014	FRINGE BENEFITS - CURR PERSONNEL	4,447,820.21	4,447,820.21	889,538.87	3,558,281.34	
		0015	OVERTIME PAY	100,000.00	100,000.00	1,717.97	98,282.03	
		PERSONNEL SERVICES Total			22,447,081.97	22,447,081.97	4,892,097.59	17,554,984.38
	NON-PERSONNEL SERVICES	0020	SUPPLIES AND MATERIALS	169,184.00	169,184.00	10,707.78	158,476.22	
		0040	OTHER SERVICES AND CHARGES	1,444,121.28	1,444,121.28	228,952.91	1,215,168.37	
		0041	CONTRACTUAL SERVICES - OTHER	2,882,229.00	2,882,229.00	59,038.98	2,823,190.02	
		0070	EQUIPMENT & EQUIPMENT RENTAL	558,945.00	558,945.00	4,127.31	554,817.69	
		NON-PERSONNEL			5,054,479.28	5,054,479.28	302,826.98	4,751,652.30

Approp Fund	GAAP Category Title	CSG	Comp Source Group Title	Original Budget	Revised Budget	Expenditures	Available Balance
	SERVICES Total						
0100 Total				27,501,561.25	27,501,561.25	5,194,924.57	22,306,636.68
0600	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	20,442,790.09	20,442,790.09	5,589,775.28	14,853,014.81
		0012	REGULAR PAY - OTHER	2,980,181.87	2,980,181.87	13,944.35	2,966,237.52
		0013	ADDITIONAL GROSS PAY	0.00	0.00	26,975.96	(26,975.96)
		0014	FRINGE BENEFITS - CURR PERSONNEL	6,093,182.11	6,093,182.11	1,256,325.02	4,836,857.09
		0015	OVERTIME PAY	125,000.00	125,000.00	7,885.65	117,114.35
	PERSONNEL SERVICES Total			29,641,154.07	29,641,154.07	6,894,906.26	22,746,247.81
	NON-PERSONNEL SERVICES	0020	SUPPLIES AND MATERIALS	231,615.08	231,615.08	4,002.91	227,612.17
		0040	OTHER SERVICES AND CHARGES	2,196,411.68	2,196,411.68	186,001.95	2,010,409.73
		0041	CONTRACTUAL SERVICES - OTHER	7,964,170.71	9,164,170.71	482,811.85	8,681,358.86
		0070	EQUIPMENT & EQUIPMENT RENTAL	309,000.00	309,000.00	0.00	309,000.00
	NON-PERSONNEL SERVICES Total			10,701,197.47	11,901,197.47	672,816.71	11,228,380.76
0600 Total				40,342,351.54	41,542,351.54	7,567,722.97	33,974,628.57

Approp Fund	GAAP Category Title	CSG	Comp Source Group Title	Original Budget	Revised Budget	Expenditures	Available Balance
0700	PERSONNEL SERVICES	0012	REGULAR PAY - OTHER	0.00	116,146.92	0.00	116,146.92
		0014	FRINGE BENEFITS - CURR PERSONNEL	0.00	27,875.26	0.00	27,875.26
	PERSONNEL SERVICES Total			0.00	144,022.18	0.00	144,022.18
	NON-PERSONNEL SERVICES	0031	TELECOMMUNICATIONS	0.00	12,500.00	0.00	12,500.00
		0040	OTHER SERVICES AND CHARGES	0.00	12,500.00	43,125.69	(30,625.69)
		0070	EQUIPMENT & EQUIPMENT RENTAL	0.00	3,350.00	0.00	3,350.00
	NON-PERSONNEL SERVICES Total			0.00	28,350.00	43,125.69	(14,775.69)
	0700 Total			0.00	172,372.18	43,125.69	129,246.49
	Grand Total			67,843,912.79	69,216,284.97	12,805,773.23	56,410,511.74

Question 15

Please list all memoranda of understanding (MOU) either entered into by your agency or in effect during fiscal years 2019 and 2020 (through January 31). For each, describe its purpose, indicate the date entered, and provide the actual or anticipated termination date.

Agency	Purpose	Date Entered	Termination Date
Department of Human Resources	Suitability screenings of candidates, employees and volunteers.	10/1/2019	9/30/2020
Department of Human Resources	Human resource support services i.e., benefits, recruiting,	10/1/2018	9/30/2019

Agency	Purpose	Date Entered	Termination Date
	classification and compensation services.		
Department of Human Resources	Provide DCRA with executive level learning and development opportunities.	10/1/2018	9/30/2019
Metropolitan Police Department	Joint enforcement of vending regulations	5/9/2019	9/30/2019
Office of the Attorney General	OAG provide legal counsel division attorney to provide legal advice and litigation support for work performed by DCRA Boards and Commissions	10/1/2018	9/30/2019
Office of Chief Financial Officer, Acting for the Office of Finance and Treasury	Cashier Services	10/1/2019	9/30/2020
Office of Chief Financial Officer, Acting for the Office of Finance and Treasury	Dunbar armored car service	10/1/2019	9/30/2020
Department of Energy and the Environment	Share FY19 Green Building Fund Revenue to implement the stated goals for the fund in the Green Building Act of 2006 i.e., salaries of 6.48 FTEs.	10/1/2019	9/30/2020
Office on Asian and Pacific Islander Affairs	Collaborative agreement for OAPIA to provide community education and outreach on DCRA campaigns and other programs and services to limited or non-English proficient (LEP/NEP) AAPI communities.	10/1/2018	9/30/2019
Office of Disability Rights	Sign language interpretation services	10/1/2019	9/30/2020
Department of General Services	Parking for agency vehicles at 490 2nd St SW	10/1/2018	9/30/2019
Office of Unified Communications (OUC)	Maintenance and modifications to citywide system, installation of applicable field equipment, radio, programming, user training, Buyer consultation	10/1/2019	9/30/2020
Department of Public Works	Train and prepare 10 DCRA abatement staff to obtain a Commercial Driver's License (CDL)	10/1/2018	9/30/2019
Department of Public Works	Provide disposal and recycling services to DCRA	10/1/2018	9/30/2019

Agency	Purpose	Date Entered	Termination Date
DC Chamber of Commerce	Collaborative agreement to improve dissemination of information for business compliance and enhance outreach to stakeholders.	2/28/2019	9/30/2020
Wash DC Economic Partnership	Partnership to advance DC business attraction and retention	10/1/2018	9/30/2019
Office of the Chief Technology Officer	Resources for ProjectDox environment and additional storage	10/1/2018	9/30/2019
Office of the Chief Technology Officer	Additional resources for existing applications	10/1/2019	9/30/2020
Office of the Chief Technology Officer	Sharepoint services including 10GB Sharepoint Portal, operations and maintenance, and direct support.	10/1/2018	9/30/2019
Office of Chief Financial Officer, Acting for the Office of Finance and Treasury	Credit and debit card transaction and processing for revenue collections	10/1/2018	9/30/2019
Office of Contracting and Procurement	Dedicated contracting officer to support DCRA on procurement matters	10/1/2019	9/30/2020
Department of General Services	Administrative license processing and issuance functions for all special police officers	10/1/2019	9/30/2020
Department of General Services	Fees to cover location of staff to Satellite office for dedicated work on behalf of DGS projects	10/1/2018	9/30/2019
Office of the State Superintendent of Education and the Fire and Emergency Services Department	Agency coordinated review process for licensing of child development homes	10/1/2019	9/30/2020
Department of Housing and Community Development	Fees for capital construction Surveyor's Plats, Public Space and Building Permits, filing, inspection and review services in connection with PADD construction and rehabilitation projects.	10/1/2018	9/30/2019
Department of Energy and Environment	Renewable Energy Development Fund funds from DOEE for a new Solar Coordinator.	10/1/2019	9/30/2020
Office of Lottery and Gaming	Procure services of Limbic Systems to create portal integration and Accela connection.	10/1/2018	9/30/2019

Agency	Purpose	Date Entered	Termination Date
Department of Energy and Environment	Flood Damage Assessment	8/16/2019	9/30/2020

Question 16

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, such as 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 2018, 2019, and 2020.

DCRA works with the Mayor’s Budget Office and the Office of the Deputy Mayor for Operations and Infrastructure to develop our annual budget. The FY18, FY19, and FY20 agency budgets submitted as part of the Mayor’s budget submissions reflects those efforts.

Question 17

Please list all currently open capital projects for your agency (as of January 31st) 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.

ISM07C- IT SYSTEMS MODERNIZATION					
Start Date	Completion Date	Current Status	Allotments	Expenditures	Remaining Balance
10/1/2008	Ongoing	Permit workflow enhancements, plan review portal enhancements and upgrade are in progress.	16,721,895	14,309,847	2,412,048

IT Systems Modernization Description: Implement a variety of mission critical information technology systems involving District licensing, permitting, and inspection functions.

ISM11C- ONE CITY BUSINESS PORTAL					
Start Date	Completion Date	Current Status	Allotments	Expenditures	Remaining Balance
10/1/2014	Ongoing	Business portal enhancements are underway to include clean hands self-certification, data infrastructure update, quick search connection to ABRA and DSLBD.	4,675,000	2,206,147	2,468,853

One City Business Portal Description: Expand the DC Business Portal to serve as a customer friendly true one-stop shop for the citywide compliance functions (licensing, certifications, permits, inspections, and registrations) within different business units at DCRA as well as other agencies (DC Health, OTR, MPD, DDOT, DOES, DSLBD, ABRA, and others).

ISMNEC- SHORT-TERM RENTAL TECHNOLOGY					
Start Date	Completion Date	Current Status	Allotments	Expenditures	Remaining Balance
10/1/2019	Ongoing	Short-term rental data analytics is underway.	2,232,000	656,000	1,576,000

Short-Term Rental Technology Description: Improvements to IT systems needed to implement the Short-Term Rental Regulation Act of 2018 and regulate short-term rentals.

Question 18

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.

Party	Filed	Allegation	Status
Claimant A	9/23/10	Complaint alleging destruction of private property, seeking \$7 million in damages.	Case is pending
Claimant B	9/4/15	Whistleblower retaliation, discrimination, hostile work environment, and retaliation based on race and national origin.	Summary judgment granted in favor of DC; appeal is pending
Claimant C	1/8/16	Complaint filed a lawsuit for negligence against the District of Columbia and other parties on loss of structure, constitutional claims against the District, and who should bear the costs of repair and related charges.	Case is pending
Claimant D	8/31/16	DC requesting injunctive relief to stop sign code violation. Defendants filed counterclaims.	Case is pending
Claimant E	9/11/17	Injunctive relief to allow DCRA access to a property to abate a violation. Owner filed counterclaims for damages and injunctive relief.	Injunctive relief and summary judgment granted in favor of DC; appeal pending
Claimant F	4/10/18	Accident involving DCRA vehicle. Plaintiff seeking \$500,000 in damages.	Case is pending
Claimant G	8/10/18	Whistleblower retaliation claim. Plaintiff seeking injunctive relief and unspecified amount of damages.	Case is pending

Party	Filed	Allegation	Status
Claimant H	2/8/19	Complaint filed alleging statutory and constitutional violations regarding development at 4409 Minnesota Ave NE.	Case is pending
Claimant I	2/10/19	Complaint alleging negligence and due process violations in permitting process as it relates to plaintiff's neighboring property.	Case is pending
Claimant J	4/7/19	Whistleblower retaliation claim. Plaintiff seeking injunctive relief and unspecified amount of damages.	Motion to dismiss granted; motion for reconsideration pending
Claimant K	9/26/19	Complaint alleging taking without just compensation resulting from raze.	Case is pending
Claimant L	11/22/19	Complaint alleging violations in non-renewal of food truck vending license.	Case is pending
Claimant M	8/21/19	Complaint alleging due process violations and trespass resulting from raze.	Case is pending

Question 19 (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 in fiscal years 2019 or 2020 (through January 31).

Below is a list of investigations and reports that were completed during FY 2019 and FY 2020 through January 31.

In May 2019, the Office of the Inspector General completed an investigation of DCRA's Civil Infractions Program and issued a report entitled, Department of Consumer and Regulatory Affairs: Civil Infractions Program Lacked a Strong Internal Control Environment (OIG Project No. 19-I-02CR).

In October 2019, Alvarez & Marsal Disputes & Investigations, LLC, conducted a review, at the request of the Mayor that included DCRA and issued a report entitled, Review and Investigation of Code Enforcement Policies, Procedures, and Inter-Agency Communications between DCRA, FEMS, and MPD.

In December 2019, the Office of the Inspector General completed an agency review and issued a report entitled, Department of Consumer and Regulatory Affairs Evaluation of the Internal Control Environment as of August 31, 2019 (OIG Project NO. 19-1-28CR).

In December 2019, the Office of the Inspector General issued a report entitled, Prospective Evaluation of Bill 23-0091 The Department Of Building Act of 2019 (OIG Project No. 19-1-29CR).

Below is a list of internal employee investigations that were completed during FY 2019 and FY 2020 through January 31.

Date Opened	Employee Investigation
11/28/2018	Employee Misconduct
2/1/2019	Felony Threat Incident in Lobby
2/14/2019	Employee Misconduct
5/24/2019	Employee Misconduct
6/11/2019	Alleged Mismanagement complaint - OIG
8/8/2019	Practicing without a license - OIG
9/4/2019	Employee Misconduct
10/8/2019	Employee Misconduct
10/8/2019	Employee Misconduct
10/22/2019	Unauthorized use of premises
10/29/2019	Employee Misconduct
10/29/2019	Employee Misconduct
10/29/2019	Sexual Harassment
12/12/2019	Employee misconduct

Question 19(b)

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

Below is a list of ongoing internal employee investigations.

Date	Employee Investigation
10/20/2019	Employee misconduct allegation
10/22/2019	Service of Notices to Revoke and Notices do Discontinue Unauthorized Use of Premises;
1/24/2020	Employee misconduct allegation

Question 20

How many grievances have been filed by employees or labor unions against agency management? Please list each of them by year for fiscal years 2018, 2019, and 2020 (through January 31). Give a brief description of each grievance, and the outcome as of January 31, 2020. Include on the chronological list any earlier grievance that is still pending in any judicial forum.

Below is a list of grievances that have been filed by employees or labor unions against agency management.

Employee	Issue	Date	Status
13 Employees (all 13 employees shared the same job title)	Equal Pay	2018	DCHR ruled that the change in Position title was justified. Grievance was dropped by union.
Employee A	Union Response to Proposed Removal	2018	Employee made threats. Reduced to 20 day suspension and doctor's clearance that employee not dangerous to coworkers.
Employee B	Suspension	2019	15 day suspension issued for employee making threats. Victim later decided not to testify at arbitration and agency settled.
Employee C	Union Response to Suspension	2019	Grievance withdrawn.
3 Employees	Equal Pay	2019	Desk audit stipulated employees were now working at a higher grade and employees were promoted. Issue is closed.
Employee D	Performance Review Appeal	2019	Employee (non-union) grieved that manager was not manager long enough to issue performance review. Grievance was denied after appeal. Case closed.

Employee	Issue	Date	Status
Group Grievance Covering all AFSCME members at DCRA	Union Complaint	2019	AFSCME filed grievance objecting to the wording of a guidance memo to management regarding overtime work. OLRCB believes this issue cannot be arbitrated. Union has not filed formal arbitration request.

Question 21(a)

Please describe the agency’s procedures for investigating allegations of sexual harassment committed by or against its employees.

The agency follows the procedures for stopping, reporting, and investigating EEO/sexual harassment claims outlined in Mayor’s Order 2017-313.

Question 21(b)

If different, please describe the agency’s procedures for investigating allegations of misconduct.

Not applicable.

Question 21(c)

List and describe each allegation received by the agency in FY 2019 and FY 2020 (as of January 31) and the resolution of each as of the date of your answer.

Allegation	Resolution
Contractor accused employee of making an inappropriate comment	The agency conducted an investigation, which included reviewing relevant documents and interviewing witnesses. The report is currently under review by DCRA’s General Counsel.

Question 22

In table format, please list the following fiscal years 2019 and 2020 (through Jan 31, 2020) 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.); and (3) total spend (by person and for the agency).

PERFORMANCE OVERSIGHT HEARING - DCRA

Cardholder	Position Title	Monthly Credit Limit	Single Daily Limit	Total Spend FY19	Total Spend FY20 (thru 1/31/20)
Barnes, Deborah	Program Analyst	\$ 20,000.00	\$ 5,000.00	\$ 88,582.97	\$ 27,962.89
Bomer, Bryan	Program Analyst	\$ 20,000.00	\$ 5,000.00	\$ 3,286.87	\$ 1,729.08
Boyles, Panchetta	Staff Assistant	\$ 20,000.00	\$ 5,000.00	\$ 4,978.79	\$ -
Davidson, Gilbert	Support Services Manager	\$ 20,000.00	\$ 5,000.00	\$ 19,026.65	\$ 6,889.14
Dockery, Rosita	Executive Assistant	\$ 20,000.00	\$ 5,000.00	N/A	\$ 1,700.00
Fowler, Denall	Program Analyst	\$ 20,000.00	\$ 5,000.00	\$ 15,050.91	N/A
Grays, Patricia	Program Manager	\$ 20,000.00	\$ 5,000.00	\$ 21,038.93	\$ -
Harshaw, Elizabeth	Program Manager	\$ 20,000.00	\$ 5,000.00	\$ 37,462.61	\$ 4,764.90
Jones, Kristen	Program Coordinator	\$ 20,000.00	\$ 5,000.00	\$ 48,239.79	\$ 11,684.58
McCoy, Daniel	Operations Manager	\$ 20,000.00	\$ 5,000.00	\$ 51,352.25	\$ 14,722.64
Mixon, Juanda	Staff Assistant	\$ 20,000.00	\$ 5,000.00	\$ 2,757.45	\$ -
Smith, Ronald	Supervisory IT Specialist	\$ 20,000.00	\$ 5,000.00	\$ 4,319.95	N/A
Taylor, Kandace	Executive Assistant	\$ 20,000.00	\$ 5,000.00	\$ 975.50	N/A
Thompson, Shantell	Special Assistant	\$ 20,000.00	\$ 5,000.00	\$ 59,687.63	\$ 13,610.31

Question 23

Please provide a list of all procurements for goods or services for use by your agency over \$10,000 for fiscal years 2019 and 2020 (through January 31). Give a brief explanation of each, including the name of the contractor, purpose of the contract, and the total dollar amount of the contract. Exclude from this answer purchase card (SmartPay) purchases.

FY 2019		
Contractor Name	FY19 Contract Amount	Purpose of Contract
Avolve Software Corp	\$ 163,250.00	Project Dox Maintenance
Bluebay Office Inc	\$ 28,796.85	Office Supplies
Bureau Veritas North America	\$ 491,000.00	Plan Review Support Services
Captital Community News	\$ 17,658.00	Public event advertisement in three publications
CC Intelligent Solution Inc	\$ 214,053.00	Corporation C-Gov Application Maintenance
CDW	\$ 14,349.70	Adobe Pro Licenses
Computer Aid Inc	\$ 120,434.10	IT Pipeline Consultant
Computer Aid Inc	\$ 69,230.00	IT Pipeline Consultant
Computer Aid Inc	\$ 67,500.00	IT Pipeline Consultant
CORE Engineers Consulting	\$ 215,000.00	Plan Review Support Services
DC Preservation League	\$ 14,250.00	Historic Preservation Education Seminar
DC Chamber of Commerce	\$ 15,330.00	MOA to improve dissemination of information for business compliance and enhance outreach to stakeholders
Dell Marketing, L.P	\$ 97,215.72	Laptops and docking stations
Dell Marketing, L.P	\$ 10,395.00	Monitors
DLT Solutions	\$ 20,609.00	Annual Renewal
Document Systems, Inc.	\$ 74,773.36	FileNet/Kofax OY1 End Maintenance
Document Systems, Inc.	\$ 331,000.00	FileNet System Enhancements
Document Systems, Inc.	\$ 88,291.12	FileNet/Kofax OY2 Begin Maintenance
Document Systems, Inc.	\$ 30,137.80	Abacus License
Downtown Bid Corporation	\$ 14,400.00	MRV Trash Removal (Downtown)
Dupont Computers	\$ 15,200.00	Computers
Dynatouch Corporation	\$ 31,135.00	Mobile Basic Business Kiosk (BBL)
Eastbanc Technologies	\$ 49,500.00	Food Truck Tracking Software

FY 2019		
Contractor Name	FY19 Contract Amount	Purpose of Contract
Executive Information Syst, LLC	\$ 246,831.99	Data Management and Visualization Software
General Services Inc	\$ 25,000.00	Professional services for abatement effort
General Services Inc	\$ 10,000.00	Professional services for abatement effort
General Services Inc	\$ 17,000.00	Professional services for abatement effort
General Services Inc	\$ 25,000.00	Professional services for abatement effort
General Services Inc	\$ 25,978.87	Professional services for abatement effort
Georgetown Technologies, LLC	\$ 70,537.12	Internal Audit Development
GMG World Media, LLC	\$ 30,000.00	Real Estate Commission Online Continuing Education
Hales Creative Solutions	\$ 15,392.00	Content Strategist
Hales Creative Solutions	\$ 185,000.00	Customer Relationship Management (CRM) Integration and Customization
Hales Creative Solutions	\$ 247,409.60	Customer Relationship Management (CRM) Software
Health IT 2 DBA Codice	\$ 30,000.00	Payment processing services
HEP Construction	\$ 50,000.00	Professional services for abatement effort
HEP Construction	\$ 50,000.00	Professional services for abatement effort
HEP Construction	\$ 15,000.00	Professional services for abatement effort
HEP Construction	\$ 18,039.32	Professional services for abatement effort
HI-Tech Solution, Inc	\$ 230,334.24	Computers
Information Unlimited, Inc	\$ 151,000.00	IT Assessment Phase II
Institute for Building Technology	\$ 432,202.00	Plan Review Support Services
Institute for Building Technology	\$ 500,585.00	Plan Review Support Services
Jill Stern DBA The Stern Legal	\$ 100,000.00	CCCB Coordinator
Kohler Equipment, Inc	\$ 10,520.49	Abatement team equipment and supplies
Konstrukture LLC	\$ 25,000.00	Professional services for abatement effort
Konstrukture LLC	\$ 55,000.00	Professional services for abatement effort
Konstrukture LLC	\$ 52,778.08	Professional services for abatement effort
Lessonly Inc	\$ 10,000.00	Online training Platform
LIMBIC Systems INC	\$ 998,518.00	One City Business Portal OY3
LIMBIC Systems INC	\$ 778,148.52	System Maintenance

FY 2019		
Contractor Name	FY19 Contract Amount	Purpose of Contract
Long Fence Company	\$ 10,948.00	Fenced enclosure for DCRA vehicles and abatement team equipment at off-site team location.
Mailfinance, Inc	\$ 25,000.00	Postage Equipment Lease
Marco Technologies	\$ 131,938.20	Agency Wide Copier Lease
Marco Technologies	\$ 46,136.50	Agency Wide Copier Lease
Margini, Inc	\$ 10,000.00	Professional services for abatement effort
Margini, Inc	\$ 78,000.00	Professional services for abatement effort
Midtown Personnel Inc	\$ 21,360.00	Temporary support services
MVS Inc	\$ 24,715.24	High Volume Desktop Scanner Maintenance
MVS Inc	\$ 23,487.60	3 multi-function scanners
National Interstate Council	\$ 25,200.00	Professional services - NIC
National Council of Architectural Registration	\$ 11,300.00	Membership Dues - NCARB
Phillips Office Products	\$ 94,413.00	Agency Wide Copiers
PRISM International, LLC	\$ 57,124.39	ID Badge Maintenance
PRM Consulting Inc	\$ 315,000.00	Cultural Change and Organizational Development
Projection Video	\$ 25,737.50	Audio and Video Services - Convention Center
Protec Construction, Inc	\$ 15,000.00	Professional services for abatement effort
Protec Construction, Inc	\$ 44,916.00	Professional services for abatement effort
Protec Construction, Inc	\$ 114,616.00	Professional services for abatement effort
PSI Services LLC	\$ 1,523,970.00	Professional Services - Electronic applications and licensing system
PSI Services LLC	\$ 1,941,898.00	Professional Services - Electronic applications and licensing system
Q-Matic Corporation	\$ 27,985.57	Qmatic Maintenance
Razavi Application Developers	\$ 368,566.00	Accela Enhancements
Reed Elsevier Incorporated	\$ 12,850.20	Online Legal Research Program
Reingold Link LLC	\$ 165,568.85	Re-branding Launch
Rizeup Technology Training	\$ 12,549.20	Contracting Staff Support
Safebuilt LLC	\$ 300,000.00	Plan Review Support Services

FY 2019		
Contractor Name	FY19 Contract Amount	Purpose of Contract
Selectron Technologies, Inc	\$ 58,215.00	Software Maintenance Support Renewal
Sky LLC DBA/US Office SOL	\$ 17,360.94	OPLA Operational Supplies
SP Plus Corporation	\$ 199,241.16	Fleet Vehicle Parking Spaces
STAR Office Products, Inc	\$ 25,000.00	Support Services Copy Paper
Swann Construction, Inc	\$ 38,591.92	Professional services for abatement effort
Sydar of DC LLC	\$ 10,850.00	Permit Paper
Tech Global Inc	\$ 162,721.92	Civic Platform Support
The Aquiline Group	\$ 26,000.00	Envelopes
Think Local First DC	\$ 12,000.00	DCRA In Your Neighborhood Outreach Campaign
United Rentals, Inc	\$ 15,133.47	Abatement Vehicle
United States Postal Service	\$ 65,000.00	Postage
United States Postal Service	\$ 10,000.00	Postage
United States Postal Service	\$ 22,000.00	Postage
Veterans Contractor Assistance	\$ 132,427.00	Proactive Inspectors - Professional Services
Veterans Contractor Assistance	\$ 42,573.00	Proactive Inspectors - Professional Services
Veterans Contractor Assistance	\$ 310,000.00	Proactive Inspectors - Professional Services
Walton and Green Consultants, LLP	\$ 76,176.00	Contractors to support agency
Walton and Green Consultants, LLP	\$ 96,048.00	Contractors to support agency
Walton and Green Consultants, LLP	\$ 91,080.00	Contractors to support agency
Washington DC Economic Partnership	\$ 199,000.00	Support logistics and planning of annual events (Build It In DC & Entrée DC)
West Publishing Corp	\$ 13,680.00	Online Legal Research Program

FY 2020		
Contractor Name	FY20 Contract Amount	Purpose of Contract
Accela, Inc	\$ 489,605.43	Annual License, Maintenance and Support
Advance Statistical Analysis	\$ 50,600.00	Software Licenses
American Business Supplies	\$ 80,404.00	IT Supplies
Avolve Software Corp	\$ 163,250.00	Project Dox Maintenance
Bayne, LLC	\$ 73,112.00	Content Strategist
Bennett Career Institute	\$ 14,500.00	Exam Rental Space
Bozido, Inc	\$ 28,990.00	Seamless Docs Integration w/Accela
Bureau Veritas North America	\$ 100,000.00	Plan Review Support Services
Capital Community News	\$ 21,516.00	Public event advertisement in three publications
CC Intelligent Solution Inc	\$ 185,764.00	Corporation C-Gov Application Maintenance
Computer Aid Inc	\$ 16,051.20	IT Pipeline Consultant
Computer Aid Inc	\$ 43,345.00	IT Pipeline Consultant
Computer Aid Inc	\$ 124,044.60	IT Pipeline Consultant
Continuent LTD	\$ 67,500.00	Maintenance and support of existing software
CORE Engineers Consulting	\$ 150,000.00	Plan Review Support Services
Dell Marketing, L.P	\$ 11,840.00	Five (5) High Performance Laptops
DLT Solutions	\$ 20,663.00	Annual Renewal
Document Systems, Inc.	\$ 177,674.86	FileNet/Kofax OY1 End Maintenance
Document Systems, Inc.	\$ 30,870.00	Abacus Law License Subscription
Document Systems, Inc.	\$ 39,600.00	Permit Application Redaction Project
Downtown Bid Corporation	\$ 14,400.00	MRV Trash Removal (Downtown)
Executive Information Syst, LLC	\$ 446,231.99	Data Management and Visualization Software
Executive Information Syst, LLC	\$ 50,600.00	Data Quality Standard and Visual Analytics Licenses
Federation of Associations	\$ 13,750.00	Comprehensive Regulatory Training for Boards and Commissions
HEP Construction	\$ 30,675.44	Professional services for abatement effort
HI-Tech Solution, Inc	\$ 118,571.20	Computers
Institute for Building Technology	\$ 120,000.00	Plan Review Support Services

FY 2020		
Contractor Name	FY20 Contract Amount	Purpose of Contract
International Code Council INC	\$ 19,578.00	FY20 Publications for Building Department
Jill Stern DBA The Stern Legal	\$ 50,000.00	CCCB Coordinator (Enforcement/Legislative Affairs)
Kline Imports Arlington	\$ 29,250.00	Purchase of green vehicle
Konstrukture LLC	\$ 32,723.20	Professional services for abatement effort
Lessonly Inc	\$ 12,960.00	Online Training Platform
Lexus Nexis	\$ 15,432.00	Legal Research Services
LIMBIC Systems INC	\$ 349,226.96	Support Services
LIMBIC Systems INC	\$ 3,000,000.00	Business Portal Maintenance
Mailfinance, Inc	\$ 25,000.00	Postage Equipment Lease
Marco Technologies	\$ 180,214.70	Agency Wide Copier Lease
MVS Inc	\$ 104,243.40	PC Refresh - Desktops
MVS Inc	\$ 30,894.05	Maintenance agreement on Fujitsu Scanners
National Interstate Council	\$ 25,200.00	Professional services - NIC
PRISM International, LLC	\$ 57,666.39	ID Badge Software License
PRM Consulting Inc	\$ 645,175.00	Cultural Change and Organizational Development
PSI Services LLC	\$ 1,628,102.00	Professional Services - Electronic applications and licensing system
Q-Matic Corporation	\$ 28,825.13	Qmatic Maintenance
Questback	\$ 62,187.50	Targeted Messaging
Razavi Application Developers	\$ 639,340.00	Accela Enhancements
Reingold Link LLC	\$ 112,304.15	Re-branding Launch
Safebuilt LLC	\$ 130,000.00	Plan Review Support Services
Selectron Technologies, Inc	\$ 35,495.00	Software Maintenance Support Renewal
Sharing Cities	\$ 11,140.00	Annual Membership
SP Plus Corporation	\$ 218,000.00	Fleet Vehicle Parking Spaces
STAR Office Products, Inc	\$ 28,405.30	Support Services Copy Paper
SupreTech, Inc.	\$ 10,929.38	Curve Monitors for Residential Homeowners Center
Sydar of DC LLC	\$ 11,660.00	Envelopes
United Rentals, Inc	\$ 13,757.70	Abatement Vehicle
United States Postal Service	\$ 65,000.00	Postage

FY 2020		
Contractor Name	FY20 Contract Amount	Purpose of Contract
Veterans Contractor Assistance	\$ 197,200.00	Proactive Inspectors - Professional Services
Walton and Green Consultants, LLP	\$ 30,000.00	Contractors to support agency
Walton and Green Consultants, LLP	\$ 76,176.00	Contractors to support agency
Walton and Green Consultants, LLP	\$ 78,408.00	Contractors to support agency
Walton and Green Consultants, LLP	\$ 140,896.00	Contractors to support agency
West Publishing Corp	\$ 14,880.00	Online Legal Research Program
William Adley & Company	\$ 97,952.40	Auditing Service

Question 24(a)

Please describe how your agency manages and limits its mobile, voice, and data costs, including cellular phones and mobile devices.

DCRA manages and limits mobile, voice, and data costs by providing users with the District’s Enterprise Mobile Device Management policy on responsibility upon issuance of an agency mobile device. The policy is intended to minimize the District of Columbia Government’s costs for landline and cell phone equipment and usage and to establish clear guidelines for distribution and use.

DCRA performs a periodic review of the monthly bills to identify any prohibited additional charges and also to identify zero usage devices.

Question 24(b)

In table format if the answer is more than 20 lines, and as an attachment, please provide the following information for fiscal years 2019 and 2020 (through January 31), 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 20 individuals, group the answer by program, giving the total number of FTEs for that program as well as the number of cellular phones and mobile devices.

Program	FTS's/Cell Phones	Air Cards/Tablets w/Data	Hot-Spot (MIFI)	FY19 Expenditure	FY20 Expenditure	Justification
Business and Professional Licensing	41	0	0	23,483.16	7,827	Communicates with managers, internal/external customers while performing job duties
Chief Financial Officer	3	0	0	\$1,199.76	\$392.40	Communicates with managers, internal/external customers while performing job duties
Enforcement	15	4	0	10,793.25	2,863.80	Communicates with managers, internal/external customers while performing job duties
Inspections Compliance Administrative	68	46	0	\$55,559.52	18,419.44	Communicates with managers, internal/external customers while performing tasks; completes job duties while in the field
Office of the Director	34	0	0	\$19,473.84	\$6491.28	Communicates with managers, internal/external customers while performing job duties

Program	FTS's/Cell Phones	Air Cards/Tablets w/Data	Hot-Spot (MIFI)	FY19 Expenditure	FY20 Expenditure	Justification
Office of the General Counsel	4	0	0	\$2291.04	763.68	Communicates with managers, internal/external customers while performing job duties
Office of Information Systems	19	0	3	\$13,511.19	\$3,377.79	Communicates with managers, internal/external customers while performing job duties
Permitting Operations Division	13	0	0	7,445.88	2,481.96	Communicates with managers, internal/external customers while performing job duties

Question 25(a)

Does your agency have or use one or more government vehicle? If so, for fiscal years 2019 and 2020 (through January 31), please list any vehicle the agency owns, leases, or has assigned to it. You may group the vehicles by category (e.g., 15 sedans, 33 pick-up trucks, three transport buses, etc.; and (6) what employee discipline resulted, if any.

FY 2019		
Model	Quantity	Own / Lease/Assigned
Sedan	79	Own
Pickups	6	Own
Pickup Trucks	2	Lease
Mini Pickup Trucks	2	Own
15 Passenger Van	1	Own
Stake Body	1	Lease
Packers	3	Own
Step Van	1	Own
Mini Vans	2	Own

FY 2020		
Model	Quantity	Own / Lease
Sedan	75	Own
Pickups	6	Own
Pickup Trucks	2	Lease
Mini Pickup Trucks	2	Own
15 Passenger Van	1	Own
Stake Body	1	Own
Packers	3	Own
Step Van	1	Own
Mini Vans	2	Own
Prius	1	Own
Prius	2	Lease

No employee discipline resulted from any use of government vehicles.

Question 25(b)

Please list all vehicle accidents involving your agency’s vehicles for fiscal years 2018, 2019, and 2020 (through January 31). Provide: (1) a brief description of each accident; (2) the type of vehicle involved; (3) the name and title/position of the driver involved; (4) the justification for using such vehicle; and (5) whether there was a finding of fault and, if so, who was determined to be at fault.

Accident Year	Name Title Position of Driver	Type of Vehicle	Justification for Vehicle	Brief Description of Accident	Who was at fault
9/12/2018	Timothy Bynum, Investigator	2013 Toyota Corolla	Performing Investigations	The government vehicle collided with another vehicle	Neither driver was charged with the accident
10/16/2018	Ed Piler, Building Code Inspector	2008 Chevy Impala	Performing Inspections	While parked, the government vehicle was hit by another car and no note was left	The Other Driver
10/16/2018	Gerald Curran, Comp Inspector	2012 Honda Civic	Performing Inspections	The government vehicle collided with another vehicle	Neither driver was charged with the accident

Accident Year	Name Title Position of Driver	Type of Vehicle	Justification for Vehicle	Brief Description of Accident	Who was at fault
11/2/2018	George Page, Abatement Crew Worker	2015 Pick-up Truck	To perform abatement duties	Struck parked car	Mr. Page
11/10/2018	Durrant Sutton, Housing Inspector	2018 Toyota Corolla	Performing Inspections	Tapped the back of a vehicle and the other driver kept going. There was no damage to the government vehicle or the other vehicle	Mr. Sutton
11/26/2018	David James, support service worker	2008 Honda Civic	Picking up vehicle from DPW	A car ran the light and was hit by the government vehicle	The Other Driver
1/25/2019	Kevin Jackson, Supervisor Abatement Crew	2015 Chevy Pick-up Truck	Performing abatement duties	While car was parked, a truck picking up trash cans dropped debris on the government vehicle	The Other Driver
1/30/2019	George Jalis, Combo Code Inspector	2012 Honda Civic	Performing Inspections	The government vehicle was parked and was hit by another car	The Other Driver
2/11/2019	Andrew Robertson, Abatement Crew Worker	2008 Chevy Pick-up Truck	Performing abatement duties	Hit a light pole at a parking lot	Mr. Robertson
2/21/2019	The Vehicle was unoccupied in the garage at	2018 Toyota Corolla	N/A	The vehicle was parked in a garage and someone hit the vehicle	The Other Driver

Accident Year	Name Title Position of Driver	Type of Vehicle	Justification for Vehicle	Brief Description of Accident	Who was at fault
	1100 4th street, SW			and did not leave a note	
3/21/2019	Paul Zweig, Elevator Inspector	2009 Honda Civic	Performing Inspections	While parked, the government car was hit by another car and no note was left	The Other Driver
3/27/2019	David Brewer, Records Manager	2008 Dodge Caravan	Picking up records from storage facility in Suitland	Due to traffic congestion, driver lightly tapped the bumper of the car in front of him. There was no damage to the government car or the other car	Mr. Brewer
4/9/2019	The Vehicle was unoccupied in the garage at 1101 4th street, SW	2009 Honda Civic	N/A	The vehicle was parked in a garage and someone hit the vehicle and did not leave a note	The Other Driver
4/12/2019	Keven Jackson, Supervisor Abatement Crew	2015 Chevy Pick-up	Performing abatement duties	Collided with another vehicle	The Other Driver
4/25/2019	Tyrone Coleman, Abatement Crew Worker	2018 Step Van	Performing abatement duties	Driver hit 2 parked cars	Mr. Coleman
4/29/2019	Michael Jenkins, Housing Code Inspector	2015 Toyota Corolla	Performing Inspections	While parked, the government vehicle was caught in the	The Persons shooting the guns

Accident Year	Name Title Position of Driver	Type of Vehicle	Justification for Vehicle	Brief Description of Accident	Who was at fault
				crossfire of a gunfight	
5/14/2019	George Jalis, Combo Code Inspector	2009 Honda Civic	Performing inspection duties	The driver struck a pole while driving	Mr. Jalis
6/11/2019	The Vehicle was unoccupied in the garage at 1101 4th street, SW	2015 Chevy pick-up	N/A	The vehicle was parked in a garage and someone hit the vehicle and did not leave a note	The Other Driver
6/26/2019	Quanya Reese, Housing Code Inspector	2018 Toyota Corolla	Performing inspections	Driver struck a pedestrian. There was no injury to the pedestrian or the government vehicle	Mr. Reese
8/5/2019	Olgie Antoine, Construction Inspector	2013 Toyota Corolla	To perform inspection duties	Driver eased off his break and tapped the car in front of him. There was no damage to the government car or the other car	Mr. Antoine
8/8/2019	Warren Askew, Abatement Worker	2008 Chevy Pick-up Truck	To perform abatement duties	While pulling into a parking lot, the driver turned too wide and it a parked car	Mr. Askew
9/30/2019	David Ward, Housing Inspector	2018 Toyota Corolla	Performing Inspections	The driver was hit by another driver	The Other Driver
10/17/2019	Anthony Hooks, Consumer	2008 Dodge Caravan	Conducting an Investigation	While sitting in the right hand lane at a	The Other Driver

Accident Year	Name Title Position of Driver	Type of Vehicle	Justification for Vehicle	Brief Description of Accident	Who was at fault
	Protection Inspector			traffic light a boxed truck made an illegal left hand turn and hit the government vehicle	
10/22/2019	The Vehicle was unoccupied in the garage at 1101 4th street, SW	2008 Chevy Impala	N/A	The vehicle was parked in a garage and someone hit the vehicle and did not leave a note	The Other Driver
10/28/2019	The Vehicle was unoccupied in the garage at 1101 4th street, SW	2009 Honda Civic	N/A	The vehicle was parked in a garage and someone hit the vehicle and did not leave a note	The Other Driver
10/30/2019	The Vehicle was unoccupied in the garage at 1101 4th street, SW	2013 Toyota Corolla	N/A	The vehicle was parked in a garage and someone hit the vehicle and did not leave a note	The Other Driver
10/30/2019	The Vehicle was unoccupied in the garage at 1100 4th street, SW	2008 Dodge Caravan	N/A	The vehicle was parked in a garage and someone hit the vehicle and did not leave a note	The Other Driver
1/7/2020	Wesley McCottry, Building Code Inspector	2009 Honda Civic	To perform inspection duties	While making a left turn, another driver struck the government vehicle	

Accident Year	Name Title Position of Driver	Type of Vehicle	Justification for Vehicle	Brief Description of Accident	Who was at fault
1/28/2020	Michael Jenkins, Housing Code Inspector	2015 Toyota Corolla	To perform inspection duties	In congested traffic, the driver tapped the vehicle in front of him.	

Question 26

Please list every lawsuit against the agency that was settled or decided by a trial court in FY 2019 and FY 2020 to date. Briefly describe each and the sanction, if any.

Party	Filed	Description	Outcome	Sanction
Claimant A	6/14/18	Complaint alleging race discrimination and income disparity in zoning requirements and public improvements.	Motion to dismiss granted 5/3/19	N/A
Claimant B	9/14/18	Complaint alleging DCRA employee did not provide documents after an oral promise to do so.	Summary judgment granted in favor of DC on 2/8/19	N/A

Question 27

D.C. Law requires the Mayor to pay certain settlements and judgements from agency operating budgets if the settlement is less than \$10,000 or results from an incident within the last two years (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.

FY 2018				
Payee	Date	Document No.	Description	Amount
Payee A	4/3/2018	DE562895	Automobile accident	6,000.00
Payee B	9/30/2018	DE578992	Property Damage	2,600.00
				8,600.00

FY 2019				
Payee	Date	Document No.	Description	Amount
Payee C	2/26/2019	DE590799	Automobile accident	6,000.00
Payee D	2/27/2019	DE590692	Arbitrator fees	5,500.00
Payee E	5/21/2019	DE598334	Automobile accident	428.10
Payee F	6/21/2019	DE601106	Attorney fees	1,000.00
Payee G	9/30/2019	DE612880	Automobile accident	2,611.25
				15,539.35
FY 2020				
Payee	Date	Document No.	Description	Amount
Payee H	1/9/2020	DE618284	Property Damage	429.27
				429.27

Question 28

(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?

Yes, DCRA is in compliance with D.C. Code §§ 50-203 and 50-204.

(B) Please explain all exceptions, if any, and provide the following: (1) type of vehicle (make, model, year); (2) individuals (name/position) authorized to use the vehicle; (3) jurisdictional residence of the individual (e.g., Bowie, MD); and (4) justification for the chauffer or take-home status.

None. DCRA has no employees who use take home vehicles or chauffeurs.

Question 29

In table format, please provide the following information for fiscal years 2019 and 2020 (through January 31) regarding your agency’s authorization of employee travel: (1) each trip outside the region on official business or agency expense; (2) individuals (by name and title/position) who traveled outside the region; (3) total expense for each trip (per person, per trip, etc.); (4) what agency or entity paid for the trips; and (5) justification for the travel (per person and trip).

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
Adam C. Weers	Chairman	Scottsdale, AZ	Association of Boxing Commission (ABC) Annual Conference	\$ 967.65	Attendees on the board were required to attend the annual conference to receive training, deal with technical topics, including open forums discussing current best practices and regulatory/compliance issues.
Andrew Jackson	Board Administrator	Nashville, TN	National Association of Barber Boards of America (NABBA) 2019 Mid Year Conference	\$ 964.34	2019 NABBA Mid-Conference focused on industry matters that include: technology use identity/license protection, fraudulent and unlicensed practices, increasing barber school programs, support for national standards, and increasing barber entrepreneurial business.
Andrew Jackson	Board Administrator	Sparks, NV	National Association of Barber Boards of America (NABBA)	\$ 878.20	Attendees participated and focused on technology use, identity/license protection and

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
			2019 Annual Conference		varied other issues that affect barber entrepreneurial businesses.
Andrew Sullivan	Board Member	Denver, CO	Association of Appraiser Regulatory Officials (AARO) Spring Conference	\$ 1,695.56	Attendees attended regulatory sessions, participated in the discussion reciprocity issues and recovery funds, as well as received presentations for the appraisal Standards Board and Appraiser.
Andrew Sullivan	Board Member	Denver, CO	Appraisal Institute Annual Conference Meeting	\$ 1,430.12	Attendees attended to gain knowledge in the aforementioned in areas to equip him/her with the knowledge of review of appraisals regarding complaints received by the public.
Anwar Saleem	Board Chair	Seattle, WA	National-Interstate Council of State Boards of Cosmetology	\$ 1,795.10	Attendees held key NIC committee positions, and set national policy standards.

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
			(NIC) Conference.		
Asanti D. Williams	Vice Chairperson	San Diego, CA	International Conference of Funeral Service Examining Boards	\$ 595.33	Annual educational conference, for state and provincial regulators from the United States and Canada, helping to identify emerging problems and solutions in funeral service regulation.
Ashley Delgado	Energy Plans Reviewer	Hagerstown, MD	International Code Council (ICC) Region VII Meeting	\$ 177.70	Attendees focused on code changes that are going to public comment and voicing for ICC Board of Directors.
Avis Pearson	Board Administrator	St. Louis, MO	Council of Landscape Architectural Registration Boards (CLARB)	\$ 1,156.83	Attendees went to regulatory sessions that assist to protect the public's health, safety, and welfare by establishing and promoting professional licensure standards.
Christopher Bailey	Chief Deputy Building Official	Hagerstown, MD	International Code Council (ICC) Region VII Meeting	\$ 1,687.91	Attendees focused on code changes that are going to public comment and voicing for ICC Board of Directors.

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
Christopher Bailey	Chief Deputy Building Official	Hagerstown , MD	International Code Council (ICC) Region VII Meeting	\$ 177.70	Attendees focused on code changes that are going to public comment and voicing for ICC Board of Directors.
Cynthia Briggs	Interim Program Manager	Phoenix, AZ	State Contractors Licensing Agencies (NASCLA)	\$ 1,382.82	Ms. Briggs is a newly appointed member of NASCLA's Board of Directors. Preliminary meetings were on NASCLA nominations, executive committees, and committee chairs requiring her attendance.
Cynthia Briggs	Interim Program Manager	San Antonio, TX	State Boards of Accountancy 37th NASBA	\$ 1,077.26	Attended variety of meetings, share local industry information, update the regions on DC policy, discuss NASBA Committee reports, and collaborate on new strategies and ways to improve the profession.
Cynthia Briggs	Program Manager	Seattle, WA	National-Interstate Council of State Boards of	\$ 1,596.11	Attendees held key NIC committee positions, and set national policy standards.

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
			Cosmetology (NIC) Conference.		
Cynthia Briggs	Program Manager	Sparks, NV	National Association of Barber Boards of American (NABBA) Annual Conference	\$ 878.20	Attendees participated and focused on technology use, identity/license protection and varied other issues that affect barber entrepreneurial businesses.
Daniel Mccoy	Administrative Officer	Orlando, FL	Innovations in Testing Conference 2019	\$ 1,351.21	Required that all approved examination candidates for licensure in an occupation or profession pass a national examination that has been certified by a recognized national certifying organization acceptable to the respective licensing board or commission.
Daniel Mccoy	Administrative Officer	New Orleans, LA	43rd Annual Federation of Associations of Regulatory Boards (FARB)	\$ 1,200.31	Attendees participated in annual training events such as the Forum and Regulatory Law Seminar (RLS),

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					contribute to the continual development of excellence in regulation for the purpose of public protection.
David Forster	Commission Member	Salt Lake City, UT	Association of Real Estate License Law Officials (ARELLO)	\$ 1,200.61	Attendees participated in all of its regulatory programs to better enforce statutory and rule provisions governing the practices of real estate licenses in the District of Columbia.
David Forster	Commission Member	Denver, CO	Association of Real Estate License Law Officials (ARELLO)	\$ 1,386.41	Attendees attended to gain knowledge in the aforementioned in areas to equip him/her with the knowledge of review of appraisals regarding complaints received by the public.
Duane Edgar Hills	Board Member	San Diego, CA	International Conference of Funeral Service Examining Boards	\$ 595.33	Annual educational conference, for state and provincial regulators from the United States and Canada, helping to

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					identify emerging problems and solutions in funeral service regulation.
Edward Downs	Commission Member	Salt Lake City, UT	Association of Real Estate License Law Officials (ARELLO)	\$ 1,200.61	Attendees participated in all of its regulatory programs to better enforce statutory and rule provisions governing the practices of real estate licenses in the District of Columbia.
Edward Downs	Commission Member	Denver, CO	Association of Real Estate License Law Officials (ARELLO)	\$ 2,223.51	Attendees attended to gain knowledge in the aforementioned in areas to equip him/her with the knowledge of review of appraisals regarding complaints received by the public.
Elhadji Thiam	Budget Analyst	Los Angeles, CA	Government Finance Officers Association (GFOA) Annual Conference	\$ 1,726.50	Attendee participated in conferences, sharpen skill and network. The attendee gained vital knowledge and skills in finance and accounting.

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
Ericka S. Black	Board Member	Denver, CO	Association of Real Estate License Law Officials (ARELLO)	\$ 2,407.72	Attendees went to gain knowledge in the aforementioned in areas to equip him/her with the knowledge of review of appraisals regarding complaints received by the public.
Ernest Chrappah	Agency Director	Austin, TX	We DC House	\$ 481.35	Expand DC's tech sector, promote innovative startups, Washington DC Economic Partnership and DMPED collaboration.
Ernest T. Boykin, Jr.	Consumer Member	San Diego, CA	International Conference of Funeral Service Examine Boards	\$ 595.33	Annual educational conference, for state and provincial regulators from the United States and Canada, helping to identify emerging problems and solutions in funeral service regulation.
Frank A. Pietranton	Commission Chairman	Denver, CO	Association of Real Estate License Law Officials (ARELLO)	\$ 1,889.57	Attendees went to gain knowledge in the aforementioned in areas to equip

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					him/her with the knowledge of review of appraisals regarding complaints received by the public.
George Batista	Investigator	Minneapolis , MN	CLEAR Inspector Training Program	\$ 1,197.41	Attendee participated in a required CLEAR National Certified Investigator and Inspector Training Specialized Program
Grace Yeboah Ofori	Board Administrator	Scottsdale, Arizona	National Association of State Boards of Accountancy (NASBA) 111th Annual Meeting	\$ 1,694.04	Attended the National Association of State Boards of Accountancy (NASBA), 111th Annual Meeting. Participants went to a variety of meetings, share local industry information, update the regions on DC policy, discuss NASBA Committee reports, and collaborate on new strategies and ways to improve the profession.

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
Grace Yeboah Ofori	Board Administrator	San Antonio, TX	National Association of State Boards of Accountancy (NASBA) 37th Annual Conference	\$ 1,077.26	Attended a variety of meetings, share local industry information, update the regions on DC policy, discuss NASBA Committee reports, and collaborate on new strategies and ways to improve the profession.
Jared Scott	Board Member	Sparks, NV	DC Board of Barber and Cosmetology (NABBA) Annual Conference	\$ 1,197.71	Attendees participated and focus technology use, identity/license protection and varied other issues that affect barber entrepreneurial businesses.
John Mcguire	Board Member	San Diego, CA	International Conference of Funeral Service Examine Boards	\$ 595.33	Annual educational conference, for state and provincial regulators from the United States and Canada, helping to identify emerging problems and solutions in funeral service regulation.
Josef Gasimov	Deputy Superintendent of Corporations	New Orleans, LA	International Association of Corporate Administrators (IACA)	\$ 1,427.50	Attendees gained practical solutions that can be applied to problems with Corporation

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
			Annual Conference		divisions, information on bring online services to the public, information sharing and knowledge of best practices.
Josef Gasimov	Deputy Superintendent of Corporations	Indianapolis , IN	International Association of Corporate Administrators (IACA)Board Strategic Planning	\$ 1,103.85	As president-elect Mr. Gasimove was required to chair IACA's Technical Advisory, Membership and Audit Committees and oversee related duties that fall within the scope of each respective committees.
Joseph Drew	Consumer Member	Scottsdale, Arizona	National Association of State Boards of Accountancy (NASBA)111th Annual Meeting	\$ 1,594.92	Attended the National Association of State Boards of Accountancy (NASBA), 111th Annual Meeting. Participants attended a variety of meetings, share local industry information, update the regions on DC policy, discuss NASBA Committee reports, and collaborate on

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					new strategies and ways to improve the profession.
Keith Slade	Emergency Manager	Phoenix, AZ	National Homeland Security Conference	\$ 1,594.89	Attendee was provided exceptional educational and informative session on best practices and merging trends in Homeland Security and Emergency Management.
Keith Winston	Deputy Building Official of Inspections and Compliance	Hagerstown , MD	International Code Council (ICC) Region VII Meeting	\$ 177.70	Attendees focused on code changes that are going to public comment and voicing for ICC Board of Directors.
Keith Winston	Deputy Building Official of Inspections and Compliance	Yorktown, VA	International Association of Electrical (IAEI) Eastern VA Meeting	\$ 162.41	Requested by IAEI to be a speaker on the solar photovoltaic code enforcement and safety at the International Association of Electrical Eastern VA meeting.

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
Kevin Cyrus	Education Coordinator	Austin, TX	Real Estate Educations Association (REEA)	\$ 1,294.75	Attendee received REEA's Gold Certification which included training to lay the foundation of interactive learning and self-assessment and apply principles in classroom activities.
Kimberly R. Lockett	Commissioner	Scottsdale, AZ	Association of Boxing Commission and Combat Sports (ABC) Annual Conference	\$ 1,250.87	Attendees on the board were required to attend the annual conference to receive training, deal with technical topics, including open forums discussing current best practices and regulatory/compliance issues.
Leon Lewis	Executive Director	Atlanta, GA	2019 President's Board Assembly for NCESS	\$ 870.78	Attendee went to various training sessions that afforded opportunities to interface with professional engineers, executive directors and administrators through the United State on key topics affecting engineers and incoming

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					applicants in the District of Columbia.
Leon Lewis	Executive Director	Salt Lake City, Utah	Association of Real Estate License Law Officials (ARELLO)	\$ 1,200.61	Attendees participated in all of its regulatory programs to better enforce statutory and rule provisions governing the practices of real estate licenses in the District of Columbia.
Leon Lewis	Executive Director	Denver, CO	Association of Appraiser Regulatory Officials (AARO) Spring Conference Meeting	\$ 1,398.96	Attendees went to regulatory sessions, participated in the discussion reciprocity issues and recovery funds, as well as received presentation for the appraisal Standards Board and Appraiser.
Leon Lewis	Executive Director	Denver, CO	Association of Real Estate License Law Officials (ARELLO)	\$ 1,156.83	Attendees went to gain knowledge in the aforementioned in areas to equip him/her with the knowledge of review of

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					appraisals regarding complaints received by the public.
Leon Lewis	Executive Director	St. Louis, MO	Council of Landscape Architectural Registration Boards (CLARB)	\$ 1,691.34	Attendees went to regulatory sessions that assist to protect the public's health, safety, and welfare by establishing and promoting professional licensure standards.
Lori Parris	Deputy Director	Richmond, VA	International Code Council (ICC) 2018 Annual Conference	\$ 730.65	Attendees voiced opinions about the proposed code changes, to influence the 201 International Building Code, which the District will eventually review for local adoption.
Luladaye Valli	Examination Unit Coordinator	Orlando, FL	Innovations in Testing 2019	\$ 1,341.34	Required that all approved examination candidates for licensure in an occupation or profession pass a national examination that has been certified

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					by a recognized national certifying organization acceptable to the respective licensing board or commission.
Mark Wills	Board Member	Nashville, TN	National Association of Barber Boards of America (NABBA) 2019 Mid Year Conference	\$ 964.34	2019 NABBA Mid-Conference focused on industry matters that include: technology use identity/license protection, fraudulent and unlicensed practices, increasing barber school programs, support for national standards, and increasing barber entrepreneurial business.
Mark Wills	Board Member	Sparks, NV	National Association of Barber Boards of America (NABBA) 2019 Annual Conference	\$ 878.20	Attendees participated and focus technology use, identity/license protection and varied other issues that affect barber entrepreneurial businesses.

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
Michael Brown	Deputy Building Official of Inspections and Compliance	Hagerstown , MD	International Code Council (ICC) Region VII Meeting	\$ 177.70	Attendees focused on code changes that are going to public comment and voicing for ICC Board of Directors.
Patricia Grays	Superintendent of Corporations	New Orleans, LA	IACA Annual Conference(International Association of Corporate Administrato rs)	\$ 1,327.86	Attendees gained practical solutions that can be applied to problems with Corporation divisions, information on bring online services to the public, information sharing and knowledge of best practices.
Randolph B. Horton	Board Member	San Diego, CA	International Conference of Funeral Service Examine Boards	\$ 595.33	Annual educational conference, for state and provincial regulators from the United States and Canada, helping to identify emerging problems and solutions in funeral service regulation.
Richard Decarlo	Board Member	Sparks, NV	DC Board of Barber and Cosmetology (NABBA) Annual Conference	\$ 1,795.10	Attendees participated and focused on technology use, identity/license protection and varied other issues that affect barber

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					entrepreneurial businesses.
Richard Decarlo	Board Member	Seattle, WA	National-Interstate Council of State Boards of Cosmetology (NIC) Conference.	\$ 1,197.71	Attendees held key NIC committee positions, and set national policy standards.
Robert Todero	Chairperson	Scottsdale, Arizona	National Association of State Boards of Accountancy (NASBA) 111th Annual Meeting	\$ 1,594.92	Attended the National Association of State Boards of Accountancy (NASBA), 111th Annual Meeting. Participants will attend a variety of meetings, share local industry information, update the regions on DC policy, discuss NASBA Committee reports, and collaborate on new strategies and ways to improve the profession.
Ronald Johnson Sr.	Program Manager	Milwaukee, WI	2019 104th National Conference on Weights and	\$ 1,047.85	Attendance was imperative to ensure the District of Columbia's interest are taken

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
			Measures Annual Meeting		into consideration regarding matters that affect the overall weights and measures environment in the United States.
Ronald Johnson Sr.	Program Manager	Jacksonville, FL	73rd Annual Conference	\$ 634.93	Attendee participated in trainings and discussions on laws and regulations affecting weights and measures in the District of Columbia.
Sharon A. Young	Board Member	Seattle, WA	National-Interstate Council of State Boards of Cosmetology (NIC) Conference.	\$ 1,795.10	Attendees held key NIC committee positions, and set national policy standards.
Sheldon Brown	Deputy Commissioner	Scottsdale, AZ	Association of Boxing Commission and Combat Sports (ABC) Annual Conference	\$ 1,013.92	Attendees on the board were required to attend the annual conference to receive training, deal with technical topics, including open forums discussing current best practices and regulatory/compliance issues.

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
Stacey Williams	Board Administrator	Denver, CO	Association of Appraiser Regulatory Officials (AARO) Spring Conference Meeting	\$ 1,398.96	Attendees attended regulatory sessions, participate in the discussion reciprocity issues and recovery funds, as well as receive presentation for the appraisal Standards Board and Appraiser.
Susan Burnett	Enforcement Administrator	Richmond, VA	International Code Council (ICC) 2018 Annual Conference	\$ 231.00	Attendees voiced opinions about the proposed code changes, to influence the 201 International Building Code, which the District will eventually review for local adoption.
Tamora K. Papas	Board Chair	Denver, CO	Association of Appraiser Regulatory Officials (AARO) Spring Conference Meeting	\$ 1,695.56	Attendees attended regulatory sessions, participated in the discussion reciprocity issues and recovery funds, as well as received presentation for the appraisal

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					Standards Board and Appraiser.
Ulani Prater Gulstone	Attorney Member	Salt Lake City, Utah	Association of Real Estate License Law Officials (ARELLO)	\$ 1,200.61	Attendees participated in all of its regulatory programs to better enforce statutory and rule provisions governing the practices of real estate licenses in the District of Columbia.
Ulani Prater Gulstone	Board Member	Denver, CO	Association of Real Estate License Law Officials (ARELLO)	\$ 2,047.83	Attendees went to gain knowledge in the aforementioned in areas to equip him/her with the knowledge of review of appraisals regarding complaints received by the public.
Avis Pearson	Board Administrator	San Antonio, TX	Council for Interior Design Qualification Annual Conference (CIDQ Annual Conference)	\$ 845.03	Board members attended a variety of meetings discuss and share local industry projects, update the regions on DC policy, discuss CIDQ Committee reports

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					and collaborated on new strategies and ways to improve the profession.
Leon Lewis	Executive Director	San Antonio, TX	Council for Interior Design Qualification Annual Conference (CIDQ Annual Conference)	\$ 845.03	Board members attended a variety of meetings discuss and share local industry projects, update the regions on DC policy, discuss CIDQ Committee reports and collaborated on new strategies and ways to improve the profession.
Angela L. Avant	Board Administrator	Boston, MA	NASBA 112th Annual Meeting	\$ 1,533.21	National Association of State Boards of Accountancy (NASBA). Conference discussed legislation, regulatory matters, which included licensing, examination updates that must be presented before a full delegation and voting members

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Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					for which DC is a member.
Bryan Bomer	Green Building Program Analyst	Oakland, CA	Getting to Zero Forum	\$ 1,073.72	Invited Mr. Boomer to speak to the "Finding Non-Financial Incentives for your Net Zero Energy Program" educational session as well as attend the conference.
Ali Alaswadi	Building Code Inspector III	Las Vegas, NV	International Code Council Code Hearings (ICC)	\$ 2,287.82	(ICC) International Code Council Code Hearings. This was an opportunity to influence the 2021 International Codes, engage with experts, and earn valuable continuing education units (CEU) to fulfill training requirements.
Robert Todero	Board Administrator	Boston, MA	NASBA 112th Annual Meeting	\$ 1,533.21	National Association of State Boards of Accountancy (NASBA). Conference discussed legislation, regulatory matters that included

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					licensing, examination updates that must be presented before a full delegation and voting members for which DC is a member.
Bridgett Gagne	Consumer Member	Boston, MA	NASBA 112th Annual Meeting	\$ 1,533.21	National Association of State Boards of Accountancy (NASBA). Conference discussed legislation, regulatory matters that included licensing, examination updates that must be presented before a full delegation and voting members for which DC is a member.
Nicole McClendon	Program Coordinator	Colorado Springs, CO	44th Annual Federation of Associations of Regulatory Boards (FARB)		Attendee participated in annual training events, such as the Forum and Regulatory Law Seminar (RLS) and contributed to continual development of

Traveler's Name	Title	Destination	Conference/ Training Title	Amount	Purpose
					excellence in regulation for the purpose of public protection.
Ronald Johnson Sr.	Program Manager	Riverside, CA	2020 National Conference on Weights and Measures (NCWM) Interim Annual Meeting	\$ 1,014.80	Attendee participated in discussion on national laws and regulations that affect weights and measures.
Edward Downs	Commission Member	Key West, FL	Association of Real Estate License Law Officials (ARELLO)	\$ 941.60	Attendees participated in strategic Planning and Leadership training
			Total:	\$ 86,682.99	

Question 30

Please provide and itemize, as of January 31, 2020, the current number of When Actually Employed (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 or contract, the date on which he or she first started with your agency, and the date on which his or her current term expires.

DCRA has no When Actually Employed Personnel. The current number of contract personnel is 87, which includes contractors who are on call when services are needed.

Term Employees				
Last Name	First Name	Term Employee Position Title	Start Date	NTE Date
Leon	Elmer	Building Code Inspector	1/22/2018	1/12/2021
Kearse	Lanesha	Program Support Specialist	12/3/2018	9/17/2020
Smith	Douglas	Data Analyst	12/21/1998	3/31/2019
Harris	Jameel	Public Affairs Specialist	10/28/2019	11/27/2020
Price	Amanda	Attorney Advisor	11/25/2019	12/24/2020
Godie	Enyew	Agency Fiscal Officer	12/28/2008	6/9/2024

Question 31

What efforts has your agency made in the past year to increase transparency? Explain.

In FY19, DCRA launched a public dashboard that provides information about agency performance in a number of key service areas, including vacant buildings, permitting, enforcement, and inspections. DCRA also has a map on our website that displays the number of inspections resulting in housing code violations. This makes property owners more accountable and allows consumers to make informed decisions regarding housing. DCRA also provides information on outstanding balances owed to the agency to encourage accountability and transparency. DCRA is continuing to add more data points to its public dashboard.

DCRA has also made more than 130,000 documents publicly available since November 2018. For the first time in the agency’s history, DCRA started scanning and uploading walk-through permits and plan documents during the same day since the summer of 2019. Additionally, DCRA’s records team is continuing to scan documents from previous fiscal years and is working with the Office of Contracts and Procurement on a procurement for an even larger scale document digitization project.

In the fall of 2019, DCRA also launched a new version of our website, which is designed to be easier to navigate, includes updated and clearer content, is optimized for mobile devices, and includes the digitization of as many forms as possible to save people from having to visit our office.

In FY19, DCRA revamped our customer service model, and began using a Customer Relationship Management (CRM) system. Now, whenever a customer contacts DCRA, their information is immediately logged and assigned to the appropriate team for follow-up. As part of this process, customers are emailed updates about what stage their request is in—ensuring transparency about the actions that DCRA is taking and giving residents confidence that their concerns are being addressed.

Question 32

What efforts will your agency be making to increase transparency? Explain.

DCRA will be bringing more services online and providing tools for customers to make more informed decisions, including a contractor rating system aimed to assist consumers in hiring building professionals. We are launching a registration program for those acting as agents for those doing business with us (Expeditors), and will be expanding our customer relationship management (CRM) through the full deployment of an enterprise CRM with additional functionality, and are working on a unified scheduling program that will allow customers to see in real-time when an inspector or investigator is en route.

Question 33

Please identify any legislative requirements that your agency lacks sufficient resources to properly implement. Explain.

Bill 23-317, the DCRA Omnibus Amendment Act of 2018, was passed subject to appropriations and was not funded in the FY2020 Budget.

Question 34

Please identify any statutory or regulatory impediments to your agency's operations.

Mayor Bowser introduced the Landlord Accountability through Expedited Receivership Amendment Act of 2019 (B23-0014). Through this bill, DCRA and OAG will be able to hold negligent landlords accountable for living conditions that pose serious threats to the health, safety, or security of tenants more expeditiously. This bill will equip DCRA with more tools to better protect residents from negligent landlords. DCRA asks Council to consider this bill for passage.

There are six special purpose revenue funds that are highly restrictive in terms of how the money in the funds can be spent. This prevents DCRA from using the funds in ways that would support the overall mission of the respective funds, but do not fall under the funds' current narrow spending constraints. DCRA would like to broaden the way the following special purpose revenue funds can be used, while remaining true to the funds' respective purposes: the Nuisance Abatement Fund, the Basic Business License Fund, the Green Building Fund, the Corporate Recordation Fund, the Vending Regulation Fund, and the Expedited Building Permit Review Program Fund. Mayor Bowser introduced the Department of Consumer and Regulatory Affairs Fiscal Streamlining Amendment of 2020 on January 21, 2020 to remedy this concern. DCRA urges Council to hold a hearing and pass this bill.

Question 35

Did your agency receive any FOIA requests in fiscal year 2019? If yes, did the agency file a report of FOIA disclosure activities with the Secretary of the District of Columbia? If available, please provide a copy of that report as an attachment. Also state here the total cost incurred by your agency for each fiscal year 2018, 2019, and 2020 (as of January 31) related to FOIA.

Please see attachment: DCRA Oversight Question 35 FOIA.

Fiscal Year	Costs Incurred
2018	\$200,000
2019	\$200,000
2020	\$16,938

Question 36

For purposes CBE agency compliance purposes, what is your agency’s current adjusted expendable budget; how much has been spent with SBEs; and what percent of your agency’s expendable budget was spent with SBEs? Further, where SBEs were not available, how much has been spent with CBEs, and what percent of CBE spending, relative to your current expendable budget? How many CBE waivers (including dollar amount) did the agency submit? What efforts has the agency taken to reduce the number of CBE waivers submitted? What is the CBE spending goal for your agency per the DSLBD SBE Opportunities Guide (Green book)? Give this answer for fiscal years 2018, 2019 and 2020 (through January 31).

Fiscal Year	Green Book SBE Spending Goal (\$)	Adjusted Expendable Budget (\$)	Adjusted SBE Spending Goal (\$)	SBE Expenditure (\$)	% of Adjusted Expendable Budget Spent with SBEs	% of Meeting Adjusted SBE Goal
2018	4,434,972.00	7,178,057.30	3,665,213.40	5,517,608.68	76.87%	150.54%
2019	4,648,977.00	12,278,464.65	6,246,593.86	6,572,998.81	53.53%	105.23%
2020 (End of Q1)	8,242,624.50	16,485,248.99	8,242,624.50	506,059.60	3.07%	6.14%

Fiscal Year	% of Budget Spent with CBEs	# of CBE Waivers Submitted	Waiver Amount (\$)
2018	67.07%	0	0
2019	41.36%	0	0
2020 (End of Q1)	0.00%	0	0

Question 37

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 the agency’s current annual performance plan as attachment: “DCRA Question 37 Current Annual Performance Plan”.

Question 38(a)

What are your agency’s key performance indicators and what has been your agency’s performance (per these KPIs) in fiscal year (or calendar year) 2018, 2019, and 2020 (through the first quarter).

KPI	FY18 Actual	FY19 Actual	FY19 Target	FY 20 Q1 (Preliminary)	FY 20 Target
Percentage of Project Dox permit applications that are reviewed within 30 business days of acceptance by the agency (not include sister agencies)	85.9	94.3	90	96.6	90
Percent of Permit applications that are reviewed by PRC within 2-business days	n/a	90.9	90	96.6	90
Percentage of inspections resulted (with NOV or inspection reports) within 30 days	96.7	97.8	95	n/a	n/a
Percent of businesses applying online that receive their license within one (1) business day from the date of submission	83.9	81	55	87.8	80
Percent of compliant businesses that have renewals processed within one (1) business day from the date of application receipt	85.5	87.1	70	96.9	80
Percent of corporate registrations processed online, meeting the customer’s request for expedited service of one (1) or three (3) business days	89.8	91	85	89.9	85

KPI	FY18 Actual	FY19 Actual	FY19 Target	FY 20 Q1 (Preliminary)	FY 20 Target
Percent of Basic Business License, Corporation, and Office of Professional Licensing transactions that are conducted online.	64.9	68.9	45	58.2	80
Percent of Housing Notices of Violation that are referred to the Office of Civil Infractions within 60 days of re- inspection	85.5	87.4	80	n/a	n/a
Percent of Construction Inspections completed on date identified when scheduled	83	89.1	90	93.2	90
Percent of construction inspections resulting in a disapproval by DCRA in accordance with District Code	n/a	31.9	20	n/a	n/a
Percent of exempted properties that are re-inspected within 90 calendar days of receiving exempt status	24.8	84.7	90	95.5	90
Percent of Notices of Infraction related customer inquiries that are resolved in one interaction with DCRA staff	n/a	90.3	65	72.7	80
Percent of Vacant Building Enforcement initial inspections completed within 38 business days	n/a	74.4	85	99.1	85
HR Management- Average number of days to fill vacancy from post to offer acceptance (new metric)	n/a	Measure reported annually by OCA	n/a	Measure reported annually by OCA	n/a
Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	88.1	81.8	n/a	Measure reported annually by OCA	99

KPI	FY18 Actual	FY19 Actual	FY19 Target	FY 20 Q1 (Preliminary)	FY 20 Target
Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Measure reported annually by OCA	Measure reported annually by OCA	n/a	Measure reported annually by OCA	99
Quick Payment Act Compliance- Percent of QPA eligible invoices paid within 30 days	n/a	99.6	n/a	Measure reported annually by OCA	100
Percent of local budget de-obligated to the general fund at the end of the year	Measure reported annually by OCA	Measure reported annually by OCA	n/a	Measure reported annually by OCA	2
Percent of Small Business Enterprise (SBE) annual goal spent	Measure reported annually by OCA	Measure reported annually by OCA	n/a	Measure reported annually by OCA	100
Percent of “open” data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	77.8	100	n/a	Measure reported annually by OCA	100
Percent of FOIA Requests Processed in more than 25 business days – statute requirements allow 15 business days and a 10 days extension	Measure reported annually by OCA	Measure reported annually by OCA	n/a	Measure reported annually by OCA	0
Percent of new hires that are DC residents (excludes temporary workers and contractors) (New Measure)	n/a	n/a	n/a	Measure reported annually by OCA	27
Percent of employees that are DC residents (excludes temporary workers and contractors) (New Measure)	n/a	n/a	n/a	Measure reported annually by OCA	42

KPI	FY18 Actual	FY19 Actual	FY19 Target	FY 20 Q1 (Preliminary)	FY 20 Target
Percent of Consumer Protection cases closed within 30-days from date of complaint submission (New Measure)	n/a	n/a	n/a	96	85
Percent of Business Licenses for which prescreening is required, that receive a regulatory investigation within 15 business days (New Measure)	n/	n/a	n/a	67.4	85
Percent of Standard Building Plat requests completed within 3 business days (New Measure)	n/a	n/a	n/a	84.2	85
Percent of Project Dox Permit Application re-reviews that are reviewed by DCRA within 15 business days of acceptance by agency (New Measure)	n/a	n/a	n/a	86.2	90
Percent of Solar Permits that are reviewed within 10 calendar days (New Measure)	n/a	n/a	n/a	48.8	90
Percent of Property Maintenance (Housing) Notices of Infraction (NOI) that are initiated within 2 business days following inspections where violations are observed (New Measure)	n/a	n/a	n/a	95.7	90
Percent of Property Maintenance (Housing) inspections that are completed within 15 business days from date of request (New Measure)	n/a	n/a	n/a	97.5	75
Percent of non-FOIA Records requests completed within 5 business days from date of receipt (New Measure)	n/a	n/a	n/a	94.2	85

KPI	FY18 Actual	FY19 Actual	FY19 Target	FY 20 Q1 (Preliminary)	FY 20 Target
Percent of Customer Relationship Manager (CRM) cases that are resolved by the agency within 3 business days from date of receipt by the agency (New Measure)	n/a	n/a	n/a	97.3	95

Question 38(b)

What KPIs have been dropped (or changed) since 2018? List each specifically and explain why it was dropped or changed.

As previously submitted in DCRA’s Performance Oversight Responses, DCRA’s annual Performance Plan has been modified to promote transparency of DCRA operations, provide alignment with the agency’s Mission Statement, and to more accurately convey DCRA’s critical functions and their respective success. Updates that have been made to the below KPIs range from reclassification, altered language, or, in some instances, removal from the agency’s Performance Plan.

The following DCRA KPIs have been dropped from the agency performance plan:

Permit Operations Division:

- Percent of Project Dox permit applications that receive Preliminary Design Review Meeting (PDRM) input and that are reviewed within 30 calendars days of acceptance
 - This KPI was dropped due to the low volume of reported incidents with which to calculate performance. In FY 18 (the only year for this KPI), there were only 2 instances wherein a PDRM was held and then an appropriately linked Building Permit Application was submitted for review thereafter. The 30-calendar day review timeline for Project Dox permit applications remains a KPI in FY 20.

Enforcement Division:

- Percent of Notices of Infraction that are processed by the Office of Civil Infractions (OCI) within 30 calendar days
 - This KPI was removed following its inaugural year in FY 18 as it did not provide the insight that was sought by the agency. Most critically, NOIs that require corrections, must be updated by the business unit that generated the supporting documentation. This KPI was replaced by a workload measure in FY 19 that counted the number of NOI requiring corrections, each quarter. As FY 19 progressed and the core issues around NOI deficiencies were addressed, the number of reported NOI requiring corrections was significantly reduced.

The workload measure was removed in FY 20 and the agency has continued to monitor this metric as part of the agency's internal dashboard.

Inspections Division:

- Percent of inspections resulted (with notice of violation or inspection reports) within 30 calendar days of initial inspection
 - This KPI was included in both FY 18 and FY 19 and was adjusted to accommodate changes to DCRA's inspection and enforcement programs. Beginning in FY 19, certain inspection activities ceased the issuance of Notices of Violation (NOV). Further, as the agency executed its digital transformation, inspection activities were conducted via mobile platform which greatly reduced the time needed by inspectors to result their inspections.

- Percent of Housing notices of violation that are referred to the Office of Civil Infractions within 60 days of re-inspection
 - This KPI was included in both FY 18 and FY 19 and was adjusted to accommodate changes to DCRA's inspection and enforcement programs. In FY 19, DCRA stopped issuing Notices of Violation (NOV) for housing inspections as part of the Enforcement 2.0 effort to accelerate repair rates by going straight to issuing Notices of Infractions (NOIs) after being given an opportunity to abate the issue and failing to do so. This has rendered this KPI moot. It is important to note that 2 replacement KPIs were added in FY 20 to ensure that DCRA's performance with respect to Housing Enforcement remained timely and appropriate. The 2 new FY 20 KPIs are, as follows:
 - Percent of Property Maintenance (Housing) inspections that are completed within 15 business days from date of request.
 - Percent of Property Maintenance (Housing) Notices of Infraction (NOI) that are initiated within 2 business days following inspections where violations were observed.

- Percent of construction inspections resulting in a disapproval by DCRA in accordance with District Code
 - This KPI was dropped following its inaugural year in FY 19 due to its dependence upon the compliance and work product of the construction community in order for DCRA to achieve targeted performance levels.

Question 39

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 2019 and 2020.

In FY 19, DCRA launched Vision 2020, the agency's 19-point strategic plan for reforming the agency by the end of the 2020 calendar year. The plan is now well underway with 14 components already completed and the rest actively being worked on right now. Below are five priority areas that the agency is focused on, each of which are tied to DCRA's Vision 2020 plan and can be viewed in more detail at dcra.vision2020.com.

Agency Culture Change: Culture change is not simply a feel-good catchphrase; it is the linchpin to the agency's overall performance. As part of this work, in September DCRA engaged an experienced firm that is working with the agency's employees to provide a number of services, including training sessions and career counseling. DCRA has also embraced a project management system that requires teams of employees from across the agency to collaborate on projects.

Turning Around Agency Performance and Increasing Transparency: For the first time in three years, DCRA exceeded all the targets of Key Performance Indicators (KPIs) in two quarters straight during the second half of FY 19—a trend that has continued in the first two quarters of FY 20 for most of the agency's KPIs. This accomplishment extended to the additional metrics listed on the agency's public facing "DCRA agency dashboard". As an example, the agency has a target of issuing business licenses to online applicants within 1 business day of 55%—DCRA has surpassed this target by more than 30%. DCRA has also made its performance fully transparent with the creation of a public dashboard that residents and businesses can view on the agency's website. The agency is also focused on working with our District government sister agencies to improve the permitting process, with the aim of making things as easy as possible for permit applicants.

Code Enforcement: In the spring of FY 19, DCRA began issuing Notices of Infraction (NOIs) instead of a Notices of Violation (NOVs) whenever a housing code violation was found to accelerate the repairs or abatement of housing code violations. This streamlining effort reduced the number of days from an average of 133 calendar days to 66 days for scheduling an Office of Administrative Hearings (OAH) hearing. DCRA inspectors also began using mobile tablets to access a housing provider's violation history and submit inspection reports from the field. Along with streamlining the enforcement process, DCRA has significantly stepped up its enforcement activities, issuing 80% more NOIs in the fourth quarter (Q4) compared to the first quarter (Q1), from 298 in Q1 to 1,476 NOIs in Q4. The agency is also proud to report that while the number of issued NOIs has gone up, the number of NOIs requiring correction has decreased by 76%, from 186 in Q1 to 44 in Q4. In addition, DCRA has published housing code inspection results on an interactive map on DCRA's Agency Dashboard highlighting the location and number of inspections where violations were found, and the details the inspections where violations were abated per agency's records.

Increasing Capacity for Inspections: In FY 19, DCRA launched its pilot Resident Inspector Training Program to train participants to become vacant building, housing, and construction inspectors. As of January 2020, 786 participants completed training and 167 became certified resident inspectors. In FY 20 DCRA plans

to continue training inspectors as part of the program, allowing the agency to keep pace with the District's growing need for qualified inspectors.

As the District grows, DCRA is focused on supporting economic development while ensuring that the City's neighborhoods are preserved. Part of this process includes maintaining a robust community outreach team who are able to marshal the resources of the agency and respond to community concerns quickly and fully. DCRA's enforcement team is also critical to this effort, ensuring that construction is not happening without a permit, and that projects do not exceed the scope of their permits.

Increasing Responsiveness and Revamping DCRA's Customer Service Model: Under DCRA's new customer service model, which was launched in FY 19, when a customer contacts DCRA, whether by phone, email, online, or via social media, the information is immediately logged into the agency's Customer Relationship Management (CRM) system. Once entered into the system, the issue is routed to the appropriate division or divisions and resolved within three business days. DCRA's system ensures that issues are being dealt with promptly, provides customers with email updates, and captures the full history of the situation, so that if a customer contacts us to follow-up, whoever receives the call can easily review the case history and be fully up-to-speed, without having to ask the customer to start from square one. From a data analytics standpoint, the agency's new model allows DCRA to better spot patterns and trends, information that can then be used to better inform how resources are deployed.

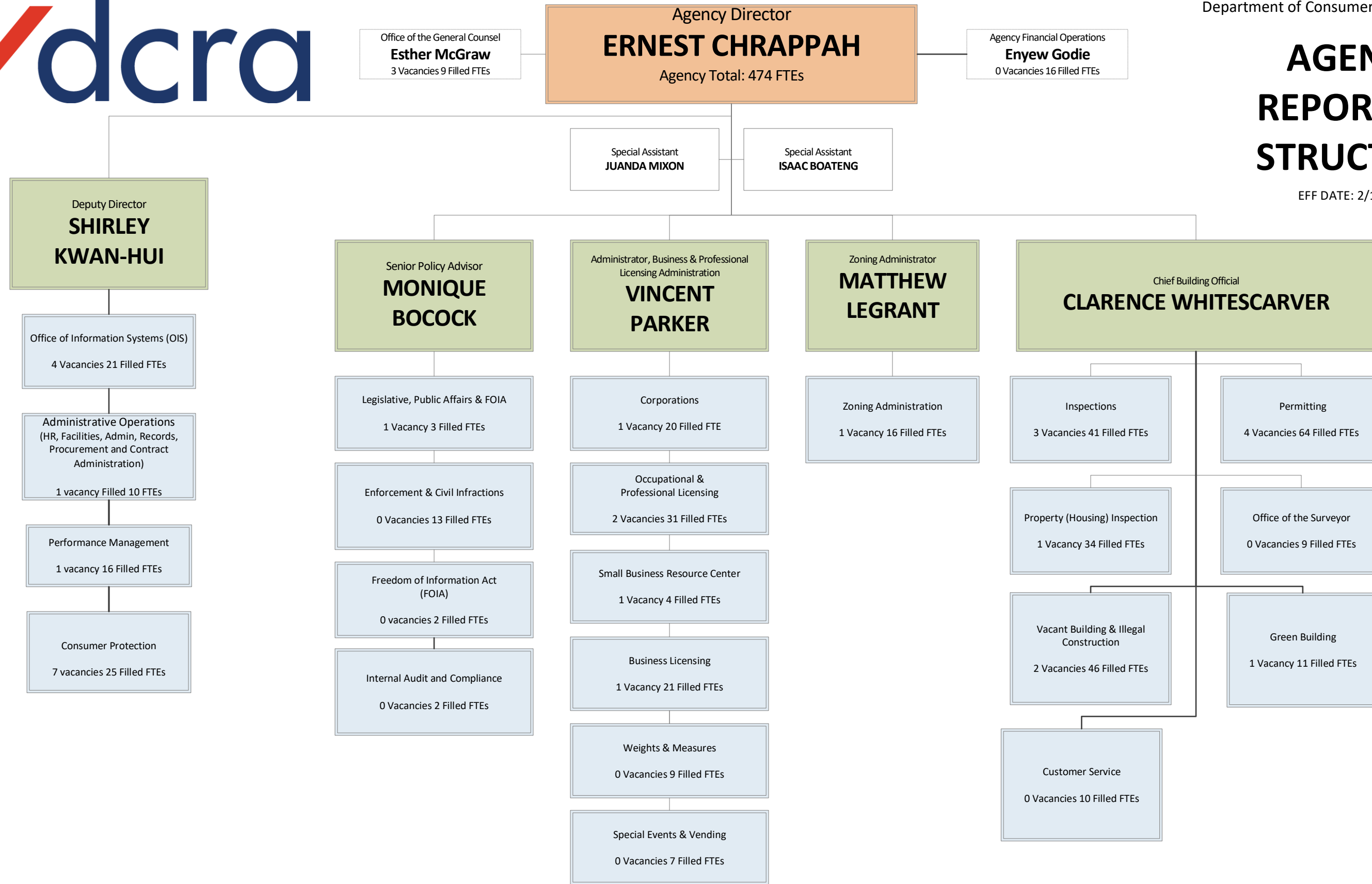
Attachment:

DCRA Oversight Question 1 Organizational Structure



AGENCY REPORTING STRUCTURE

EFF DATE: 2/18/2020



Attachment:

DCRA Oversight Question 2 Schedule A

Department of Consumer and Regulatory Affairs (CRO)
Schedule A - As of February 1, 2020

Program Code	Program Title	Position Title	Employee Name	Vac Stat	FTEs	Salary	Fringe Benefits
1000	ADMINISTRATIVE SERVICES	Deputy Director	Kwan-Hui,Shirley S	F	1	168,760.35	41,852.57
1000	ADMINISTRATIVE SERVICES	Management & Program Analyst	Williams Byrd,Jill	F	1	126,897.00	31,470.46
1000	ADMINISTRATIVE SERVICES	Training Coordinator	Hamnett,Mary Alice	F	1	96,136.00	23,841.73
1000	ADMINISTRATIVE SERVICES	Program Support Asst (OA)	Geddie,Latanya M	F	1	61,407.00	15,228.94
1000	ADMINISTRATIVE SERVICES	Operations Manager		V	1	112,531.00	27,907.69
1000	ADMINISTRATIVE SERVICES	Data Analyst	Smith,Douglas D	F	1	116,937.00	29,000.38
1000	ADMINISTRATIVE SERVICES	Chief Administrative Officer	Crowe,Tiffany J.	F	1	149,873.34	37,168.59
1000	ADMINISTRATIVE SERVICES	Program Analyst	Barnes,Deborah Y	F	1	84,883.00	21,050.98
1000	ADMINISTRATIVE SERVICES	Program Support Asst (OA)	Lindsay,Janay M	F	1	58,207.00	14,435.34
1000	ADMINISTRATIVE SERVICES	PGM SUPPORT SPEC	Riggins,Felicia M	F	1	72,956.00	18,093.09
1000	ADMINISTRATIVE SERVICES	Director	Chrappah,Ernest	F	1	203,199.36	50,393.44
1000	ADMINISTRATIVE SERVICES	Contact Representative	Dixon,Lorie A.	F	1	59,807.00	14,832.14
1000	ADMINISTRATIVE SERVICES	Fleet Program Specialist	Wye,Awan	F	1	83,646.00	20,744.21
1000	ADMINISTRATIVE SERVICES	Supvy IT Specialist (OS)	Reddi,Jyothi	F	1	146,582.00	36,352.34
1000	ADMINISTRATIVE SERVICES	Support Services Manager	Davidson,Gilbert	F	1	118,514.57	29,391.61
1000	ADMINISTRATIVE SERVICES	Program Analyst		V	1	76,126.00	18,879.25
1000	ADMINISTRATIVE SERVICES	Contact Representative	Stewart,Daphne E	F	1	64,607.00	16,022.54
1000	ADMINISTRATIVE SERVICES	PUBLIC AFFAIRS SPECIALIST	Patrick,Laura-Celine Mueller	F	1	92,653.00	22,977.94
1000	ADMINISTRATIVE SERVICES	Support Services Specialist	Bryant,Marsita T	F	1	84,883.00	21,050.98
1000	ADMINISTRATIVE SERVICES	IT Specialist (Database)	Fields,Michael J	F	1	116,145.00	28,803.96
1000	ADMINISTRATIVE SERVICES	INFORMATION TECHNOLOGY SPECIAL	Strohman,Duane A.	F	1	67,578.00	16,759.34
1000	ADMINISTRATIVE SERVICES	Information Technology Spec	Barnes,Mary A	F	1	105,339.00	26,124.07
1000	ADMINISTRATIVE SERVICES	Data & Case Management Special	Bukowiecki,Tomash	F	1	96,136.00	23,841.73
1000	ADMINISTRATIVE SERVICES	Human Resources Specialist	Green,L. Lorraine	F	1	113,002.00	28,024.50
1000	ADMINISTRATIVE SERVICES	Human Resources Manager	Ricks,Tanya	F	1	133,385.00	33,079.48
1000	ADMINISTRATIVE SERVICES	Community Outreach Specialist	Arce,Cecilia N	F	1	97,668.00	24,221.66
1000	ADMINISTRATIVE SERVICES	Support Services Specialist	Bowman,Courtney S	F	1	56,994.00	14,134.51
1000	ADMINISTRATIVE SERVICES	Program Analyst	Bass,Brandon G	F	1	95,111.00	23,587.53
1000	ADMINISTRATIVE SERVICES	Contact Representative	Smith,Bran-Dai L	F	1	48,896.00	12,126.21
1000	ADMINISTRATIVE SERVICES	Human Resources Specialist	Joaquin,Shavana	F	1	61,521.00	15,257.21
1000	ADMINISTRATIVE SERVICES	Operations Manager	Hager,William P	F	1	120,636.73	29,917.91
1000	ADMINISTRATIVE SERVICES	Chief Information Officer	Agosto Jr.,Pedro	F	1	161,710.00	40,104.08
1000	ADMINISTRATIVE SERVICES	IT Spec (OS/SYSANALYSIS)	Waldron,Larry A	F	1	113,104.00	28,049.79
1000	ADMINISTRATIVE SERVICES	Supervisory Legislative and Pu	Kuhl,Jonathan	F	1	140,080.00	34,739.84
1000	ADMINISTRATIVE SERVICES	LABOR & EMPLOYEE REL. LIAISON	Tatum,Donald F	F	1	126,897.00	31,470.46
1000	ADMINISTRATIVE SERVICES	Contact Representative	Brown,Sharon	F	1	63,007.00	15,625.74
1000	ADMINISTRATIVE SERVICES	Legislative Affairs Specialist	Gurkin,Danielle M	F	1	104,569.00	25,933.11
1000	ADMINISTRATIVE SERVICES	Program Analyst	Williams,Jonathan L.	F	1	87,931.00	21,806.89
1000	ADMINISTRATIVE SERVICES	Risk Management Coordinator	Williams,Tania M	F	1	98,947.00	24,538.86
1000	ADMINISTRATIVE SERVICES	INFO TECH SPEC	Green,Ted W	F	1	122,227.00	30,312.30
1000	ADMINISTRATIVE SERVICES	SUPERVISORY ATTORNEY ADVISOR	McGraw,Esther Y	F	1	153,946.52	38,178.74
1000	ADMINISTRATIVE SERVICES	Attorney Advisor	Barbour,Jennifer G	F	1	106,807.00	26,488.14
1000	ADMINISTRATIVE SERVICES	Attorney Advisor		V	1	138,049.00	34,236.15
1000	ADMINISTRATIVE SERVICES	SUPERVISORY ATTORNEY ADVISOR	Bocock,Monique	F	1	158,346.43	39,269.91
1000	ADMINISTRATIVE SERVICES	Attorney Advisor	Lord-Sorensen,Adrienne	F	1	141,995.00	35,214.76
1000	ADMINISTRATIVE SERVICES	STAFF ASST	Berrios,Mary T	F	1	95,111.00	23,587.53

Program Code	Program Title	Position Title	Employee Name	Vac Stat	FTEs	Salary	Fringe Benefits
1000	ADMINISTRATIVE SERVICES	Paralegal Specialist	Wyke-Ransome, April K.	F	1	95,111.00	23,587.53
1000	ADMINISTRATIVE SERVICES	Supervisory Records & Informat	Purcell, Will	F	1	106,090.00	26,310.32
1000	ADMINISTRATIVE SERVICES	Attorney Advisor	Green, Hugh J.	F	1	120,155.00	29,798.44
1000	ADMINISTRATIVE SERVICES	Attorney Advisor	Parker Woolridge, Doris A	F	1	145,941.00	36,193.37
1000	ADMINISTRATIVE SERVICES	Program Support Asst (OA)	JONES, KEISHA L	F	1	58,207.00	14,435.34
1000	ADMINISTRATIVE SERVICES	Program Manager		V	1	129,411.00	32,093.93
1000	ADMINISTRATIVE SERVICES	IT Business Analyst	Jahnke, Tasha	F	1	89,997.00	22,319.26
1000	ADMINISTRATIVE SERVICES	Investigator	Lawson, Tyrone Q	F	1	101,758.00	25,235.98
1000	ADMINISTRATIVE SERVICES	Program Analyst	Fowler-Lee, Denall C	F	1	92,653.00	22,977.94
1000	ADMINISTRATIVE SERVICES	Management & Program Analyst	Slade, Keith O	F	1	120,257.00	29,823.74
1000	ADMINISTRATIVE SERVICES	Customer Service Supervisor	Peace, Donise Gorham	F	1	99,403.36	24,652.03
1000	ADMINISTRATIVE SERVICES	INFORMATION TECHNOLOGY SPECIAL	Abbasi, Yaser A	F	1	97,375.00	24,149.00
1000	ADMINISTRATIVE SERVICES	PGM MGR		V	1	129,411.00	32,093.93
1000	ADMINISTRATIVE SERVICES	Supvy IT Specialist (OS)	Rivera, Jose	F	1	145,000.00	35,960.00
1000	ADMINISTRATIVE SERVICES	Program Support Specialist	Wood, May	F	1	75,094.00	18,623.31
1000	ADMINISTRATIVE SERVICES	Supvy IT Specialist (OS)	IJAOLA, ABIOLA OLUWAYEMISI	F	1	129,223.80	32,047.50
1000	ADMINISTRATIVE SERVICES	Special Assistant	Mixon, Juanda A.	F	1	90,514.00	22,447.47
1000	ADMINISTRATIVE SERVICES	Executive Assistant		V	1	87,703.00	21,750.34
1000	ADMINISTRATIVE SERVICES	PGM SUPPORT SPEC		V	1	55,230.00	13,697.04
1000	ADMINISTRATIVE SERVICES	Supvy IT Specialist (OS)	Langley, Aaron	F	1	118,627.45	29,419.61
1000	ADMINISTRATIVE SERVICES	IT Specialist (Systems Analsi	Wellington, Damon	F	1	113,617.00	28,177.02
1000	ADMINISTRATIVE SERVICES	Program Manager		V	1	129,411.00	32,093.93
1000	ADMINISTRATIVE SERVICES	IT Business Analyst	Kaur, Sandeep	F	1	97,668.00	24,221.66
1000	ADMINISTRATIVE SERVICES	IT Spec (OS/SYSANALYSIS)		V	1	94,858.00	23,524.78
1000	ADMINISTRATIVE SERVICES	Policy Analyst	Nestopoulos, Matthew	F	1	80,848.00	20,050.30
1000	ADMINISTRATIVE SERVICES	Government Information Special	Roberts, Erin J	F	1	98,947.00	24,538.86
1000	ADMINISTRATIVE SERVICES	Community Outreach Specialist	Saki-Tay, Inez N.	F	1	75,360.00	18,689.28
1000	ADMINISTRATIVE SERVICES	Community Outreach Specialist		V	1	61,521.00	15,257.21
1000	ADMINISTRATIVE SERVICES	PGM SUPPORT SPEC	Thomas, Wayne R	F	1	60,522.00	15,009.46
1000	ADMINISTRATIVE SERVICES	Contact Representative	Graham, Kryshon	F	1	55,007.00	13,641.74
1000	ADMINISTRATIVE SERVICES	PUBLIC AFFAIRS SPECIALIST	Kirkland, Keisha M.	F	1	83,209.00	20,635.83
1000	ADMINISTRATIVE SERVICES	Contact Representative	Givens, Dontario	F	1	50,485.00	12,520.28
1000	ADMINISTRATIVE SERVICES	Contact Representative	Bradford, Noel	F	1	55,007.00	13,641.74
1000	ADMINISTRATIVE SERVICES	Government Information Special	Amare, Genet	F	1	113,002.00	28,024.50
1000	ADMINISTRATIVE SERVICES	PGM SUPPORT SPEC	Kearney, Chanda	F	1	60,522.00	15,009.46
1000	ADMINISTRATIVE SERVICES	PUBLIC AFFAIRS SPECIALIST	Harris, Jameel E	F	1	83,209.00	20,635.83
1000	ADMINISTRATIVE SERVICES	Attorney Advisor	Price, Amanda	F	1	72,058.00	17,870.38
1000	ADMINISTRATIVE SERVICES	Account Manager		V	1	76,126.00	18,879.25
1000	ADMINISTRATIVE SERVICES	Account Manager		V	1	76,126.00	18,879.25
1000	ADMINISTRATIVE SERVICES	Account Manager	Borba Matos, Claudia	F	1	76,126.00	18,879.25
1000	ADMINISTRATIVE SERVICES	Account Manager	Diallo, Anthony D	F	1	76,126.00	18,879.25
1000 Total					87	8,680,660.91	2,152,803.91
100F	AGENCY FINANCIAL OPERATIONS	BUDGET OFFICER	Spence, Shannon	F	1	126,479.00	31,366.79
100F	AGENCY FINANCIAL OPERATIONS	Staff Assistant	Boyles, Pancheta G	F	1	71,107.00	17,634.54
100F	AGENCY FINANCIAL OPERATIONS	Agency Fiscal Officer	Godie, Enyew	F	1	140,075.00	34,738.60
100F	AGENCY FINANCIAL OPERATIONS	Chief Management Operations	Akhran, Joscaira	F	1	152,705.00	37,870.84
100F	AGENCY FINANCIAL OPERATIONS	ASSOC CHIEF FINANCIAL OFFICER	Clay III, Leroy	F	1	214,064.00	53,087.87
100F	AGENCY FINANCIAL OPERATIONS	SENIOR ACCOUNTANT	Johnson, Tanya	F	1	122,228.00	30,312.54
100F	AGENCY FINANCIAL OPERATIONS	Accounts Payable Specialist	Jenkins, Burnetta A	F	1	75,094.00	18,623.31

Program Code	Program Title	Position Title	Employee Name	Vac Stat	FTEs	Salary	Fringe Benefits
100F	AGENCY FINANCIAL OPERATIONS	Executive Assistant	Bailey,Barbara	F	1	122,228.00	30,312.54
100F	AGENCY FINANCIAL OPERATIONS	ACCOUNTANT	Savage,Pernell	F	1	82,332.00	20,418.34
100F	AGENCY FINANCIAL OPERATIONS	BUDGET ANALYST	Brockman,Carter	F	1	100,219.00	24,854.31
100F	AGENCY FINANCIAL OPERATIONS	BUDGET DIR	Abdirahman,Abukar	F	1	187,393.00	46,473.46
100F	AGENCY FINANCIAL OPERATIONS	Manager, Financial Reporting	Tengen,Tita A	F	1	152,705.00	37,870.84
100F	AGENCY FINANCIAL OPERATIONS	Manager, Revenue	Mcallister,Roland	F	1	140,849.00	34,930.55
100F	AGENCY FINANCIAL OPERATIONS	CONTROLLER	Ramprashad,Dennis D	F	1	187,393.00	46,473.46
100F	AGENCY FINANCIAL OPERATIONS	BUDGET ANALYST	Thiam,Elhadji M	F	1	100,219.00	24,854.31
100F	AGENCY FINANCIAL OPERATIONS	BUDGET ANALYST	Jones,Devin Trenee	F	1	97,664.00	24,220.67
100F Total					16	2,072,754.00	514,042.99
2000	PERMITTING	Program Analyst	Morgan,Sharona D	F	1	102,782.00	25,489.94
2000	PERMITTING	Program Analyst	Baskerville,Shaun	F	1	92,554.00	22,953.39
2000	PERMITTING	PLANS REVIEW COOR	Davies-Cole,Emlyn	F	1	79,370.00	19,683.76
2000	PERMITTING	Technical Plans Reviewer	Eckrich,Seth C.	F	1	82,326.00	20,416.85
2000	PERMITTING	PLANS REVIEW COOR	Jackson,Lamont C.	F	1	68,680.00	17,032.64
2000	PERMITTING	Fire Protection Manager	Lester,Sydney A	F	1	138,904.03	34,448.20
2000	PERMITTING	AUTOCAD SPEC	Savoia,Lynn	F	1	105,339.00	26,124.07
2000	PERMITTING	Lead Survey Analyst	Myers Jr.,Robert D	F	1	100,225.00	24,855.80
2000	PERMITTING	Permit Center Manager	Bouldin-Carr,Sarah	F	1	142,839.58	35,424.22
2000	PERMITTING	PGM SUPPORT SPEC	Bell,Tamara	F	1	56,994.00	14,134.51
2000	PERMITTING	Permit Ctr. Oper. Supervisor	Rogers,Nicole Alexandria	F	1	93,776.35	23,256.53
2000	PERMITTING	Contact Representative	Harris,Charmaine Nicole	F	1	64,607.00	16,022.54
2000	PERMITTING	SURVEYOR DC	Dreist,Roland F	F	1	160,769.57	39,870.85
2000	PERMITTING	Deputy Division Chief	Bailey,Christopher M	F	1	129,280.45	32,061.55
2000	PERMITTING	Plans Reviewer	Njafuh,Yebila D	F	1	105,339.00	26,124.07
2000	PERMITTING	Program Manager	Madison,Berlin	F	1	130,000.00	32,240.00
2000	PERMITTING	PROJECT MANAGER	Patel,Dineshkumar A	F	1	133,537.00	33,117.18
2000	PERMITTING	Plans Reviewer	Debessai,Bihon F	F	1	97,668.00	24,221.66
2000	PERMITTING	Plans Reviewer	Hoffland,Kristian	F	1	97,899.00	24,278.95
2000	PERMITTING	Contact Representative	Arce,Jacqueline	F	1	53,407.00	13,244.94
2000	PERMITTING	Contact Representative	Hedgeman,Debra D	F	1	61,407.00	15,228.94
2000	PERMITTING	Contact Representative		V	1	50,207.00	12,451.34
2000	PERMITTING	Contact Representative	Quinn,Brenda	F	1	53,407.00	13,244.94
2000	PERMITTING	PGM SUPPORT SPEC	Flowers,Erika	F	1	69,342.00	17,196.82
2000	PERMITTING	Survey & Wall Check Rev. Coord	Isenstein,Neal S	F	1	97,668.00	24,221.66
2000	PERMITTING	PGM SUPPORT SPEC	Howard,Arlette Earlene	F	1	64,050.00	15,884.40
2000	PERMITTING	Plans Reviewer	Mesa,Mercideli	F	1	92,554.00	22,953.39
2000	PERMITTING	Deputy Surveyor	Snider,Joseph	F	1	132,022.19	32,741.50
2000	PERMITTING	PGM SPEC	Dorsey,Diana D	F	1	85,784.00	21,274.43
2000	PERMITTING	Contact Representative	Williams,Mable E	F	1	64,607.00	16,022.54
2000	PERMITTING	Plans Reviewer	Mutia,Samuel	F	1	97,899.00	24,278.95
2000	PERMITTING	Contact Representative	Hall,Christina	F	1	51,807.00	12,848.14
2000	PERMITTING	Plans Reviewer	Lu,Qing	F	1	105,339.00	26,124.07
2000	PERMITTING	Plans Reviewer	Bhogal,Virender S	F	1	100,225.00	24,855.80
2000	PERMITTING	Plans Reviewer	Johnson,Benjamin F	F	1	105,339.00	26,124.07
2000	PERMITTING	PGM SUPPORT SPEC	McFarland,John T	F	1	69,342.00	17,196.82
2000	PERMITTING	SUPV STRUCTURAL ENGINEER	Hadera,Semere	F	1	95,315.12	23,638.15
2000	PERMITTING	Plans Reviewer	Hussain,Noor	F	1	105,339.00	26,124.07
2000	PERMITTING	PGM SUPPORT SPEC	Holloman,Paula B	F	1	64,050.00	15,884.40

Program Code	Program Title	Position Title	Employee Name	Vac Stat	FTEs	Salary	Fringe Benefits
2000	PERMITTING	Plans Reviewer	Edet,Chrys	F	1	105,339.00	26,124.07
2000	PERMITTING	PLANS REVIEW COOR	Thomas,Tyrone	F	1	85,784.00	21,274.43
2000	PERMITTING	Plans Reviewer	Mba,Michel	F	1	105,339.00	26,124.07
2000	PERMITTING	Plans Reviewer	Habte,Tesfaye A	F	1	102,782.00	25,489.94
2000	PERMITTING	ELECTRICAL ENGINEER	Mahmood,Alina	F	1	89,997.00	22,319.26
2000	PERMITTING	Program Analyst	Easterling,Aaron A	F	1	98,947.00	24,538.86
2000	PERMITTING	Deputy General Counsel	Donkor,Patricia B.	F	1	153,870.67	38,159.93
2000	PERMITTING	Plans Reviewer	Chendi,Fidelis Nde	F	1	102,782.00	25,489.94
2000	PERMITTING	PLANS REVIEW COOR	Mason,Sheronne	F	1	77,232.00	19,153.54
2000	PERMITTING	Contact Representative	Moore,Le'Count A	F	1	56,841.00	14,096.57
2000	PERMITTING	Green Bldg. & Sustain. Coord.		V	1	129,411.00	32,093.93
2000	PERMITTING	Building Code Inspector III	Mischel,Christina	F	1	100,940.00	25,033.12
2000	PERMITTING	Plans Reviewer	Wiley,Andrew	F	1	103,981.00	25,787.29
2000	PERMITTING	Supervisory Electrical Enginee	Pyuzza,Jerome	F	1	108,211.80	26,836.53
2000	PERMITTING	Contact Representative	Bandy,Major	F	1	55,252.00	13,702.50
2000	PERMITTING	Contact Representative	Carrington,Tiffany N	F	1	56,607.00	14,038.54
2000	PERMITTING	Plans Reviewer	Beshah,Etsehiwot B	F	1	113,104.00	28,049.79
2000	PERMITTING	Plans Reviewer	Muzikir,Abdul	F	1	103,981.00	25,787.29
2000	PERMITTING	PGM SUPPORT SPEC	Owens,Gwendolyn T	F	1	56,994.00	14,134.51
2000	PERMITTING	Engineering Technician	Shrestha,Anup	F	1	75,094.00	18,623.31
2000	PERMITTING	Plans Reviewer	Petrillo-Groh,Alec	F	1	116,145.00	28,803.96
2000	PERMITTING	PGM SUPPORT SPEC	Obie,Lawrence E.	F	1	58,758.00	14,571.98
2000	PERMITTING	Contact Representative	Walker,JaTia M	F	1	51,807.00	12,848.14
2000	PERMITTING	Plans Reviewer	Zeleeuw,Netsanet	F	1	100,225.00	24,855.80
2000	PERMITTING	Building Code Inspector III	Alaswadi,Ali	F	1	97,899.00	24,278.95
2000	PERMITTING	Energy Code Plan Reviewer	Campbell,Robert	F	1	92,554.00	22,953.39
2000	PERMITTING	PGM SUPPORT SPEC	Christian,LaTrease	F	1	75,094.00	18,623.31
2000	PERMITTING	Plans Reviewer	Sharma,Niranjan	F	1	92,554.00	22,953.39
2000	PERMITTING	PLANS REVIEW COOR	Thomas,Tezrah	F	1	70,818.00	17,562.86
2000	PERMITTING	Program Analyst	Bomer,Bryan D	F	1	113,002.00	28,024.50
2000	PERMITTING	Supervisory Green Building Rev	Brown,Michael E	F	1	109,262.40	27,097.08
2000	PERMITTING	Energy Code Plan Reviewer	Delgado,Ashley Charmaine	F	1	87,440.00	21,685.12
2000	PERMITTING	Plans Reviewer	Palomino Ramirez,Rafael A	F	1	100,940.00	25,033.12
2000	PERMITTING	Plans Reviewer	Andoh-Kesson,Peter	F	1	84,883.00	21,050.98
2000	PERMITTING	Plans Reviewer	eastwood,everton	F	1	82,326.00	20,416.85
2000	PERMITTING	Plans Reviewer	Walocha,Timothy	F	1	100,225.00	24,855.80
2000	PERMITTING	PLANS REVIEW COOR	Pope,Darrell	F	1	75,094.00	18,623.31
2000	PERMITTING	SUPV MECHANICAL ENGINEER	Winston,Keith C.	F	1	108,841.11	26,992.60
2000	PERMITTING	PGM SUPPORT SPEC	Henderson,Kiaria	F	1	66,542.00	16,502.42
2000	PERMITTING	Plans Reviewer	Estrada,Sara	F	1	82,326.00	20,416.85
2000	PERMITTING	Supervisory Green Building Ins	Foss,Asa D.	F	1	118,929.72	29,494.57
2000	PERMITTING	Energy Code Inspector	Valli,Luladaye	F	1	97,668.00	24,221.66
2000	PERMITTING	Solar Coordinator		V	1	94,858.00	23,524.78
2000 Total					82	7,562,680.99	1,875,544.89
2500	EXPEDITED PERMITTING	GEN ENGINEER MECHANICAL	Hashmi,Syed	F	1	92,554.00	22,953.39
2500	EXPEDITED PERMITTING	ELECTRICAL ENGINEER	Dar,Saima A	F	1	100,225.00	24,855.80
2500	EXPEDITED PERMITTING	Plans Reviewer	Brown,Silroy	F	1	100,225.00	24,855.80
2500	EXPEDITED PERMITTING	Engineering Technician	Vollin,David L	F	1	100,225.00	24,855.80
2500	EXPEDITED PERMITTING	Plans Reviewer	Ibrahim,Sitra Y	F	1	107,022.00	26,541.46

Program Code	Program Title	Position Title	Employee Name	Vac Stat	FTEs	Salary	Fringe Benefits
2500	EXPEDITED PERMITTING	Plans Reviewer	Kaiser,David B	F	1	113,104.00	28,049.79
2500	EXPEDITED PERMITTING	PLANS REVIEW COOR		V	1	66,542.00	16,502.42
2500	EXPEDITED PERMITTING	Plans Reviewer	Ferguson,Wayne	F	1	113,104.00	28,049.79
2500 Total					8	793,001.00	196,664.25
3000	ENFORCEMENT	Program Analyst	Hubbard,Dana T	F	1	95,111.00	23,587.53
3000	ENFORCEMENT	REHAB SPEC	Weston,Leon G	F	1	105,339.00	26,124.07
3000	ENFORCEMENT	Supervisory Vacant Building In	Jackson,Kevin	F	1	92,011.41	22,818.83
3000	ENFORCEMENT	Program Analyst	Shelby,Gloria	F	1	100,225.00	24,855.80
3000	ENFORCEMENT	PGM MGR	Sullivan,Donald W	F	1	110,701.72	27,454.03
3000	ENFORCEMENT	PGM SUPPORT SPEC	Dunbar Branscomb,Lisa Daniell	F	1	75,094.00	18,623.31
3000	ENFORCEMENT	Program Analyst	Bryant,Karen M.	F	1	89,997.00	22,319.26
3000	ENFORCEMENT	PGM SUPPORT SPEC	Allen,Gwendolyn L	F	1	77,232.00	19,153.54
3000	ENFORCEMENT	Management & Program Analyst	Smith,Marcia	F	1	120,257.00	29,823.74
3000	ENFORCEMENT	PGM MGR	Harshaw,Elizabeth	F	1	133,424.10	33,089.18
3000	ENFORCEMENT	PGM SUPPORT SPEC	Callaway,Benita	F	1	75,094.00	18,623.31
3000	ENFORCEMENT	Program Support Specialist	Queen,Kim	F	1	75,094.00	18,623.31
3000	ENFORCEMENT	PGM SUPPORT SPEC	Harley,Erica L	F	1	75,094.00	18,623.31
3000	ENFORCEMENT	PGM SUPPORT SPEC	Derricott,Patrice	F	1	64,050.00	15,884.40
3000	ENFORCEMENT	PGM SUPPORT SPEC	Little,Valerie C	F	1	75,094.00	18,623.31
3000	ENFORCEMENT	PGM SUPPORT SPEC	Moore,Taren J	F	1	56,994.00	14,134.51
3000	ENFORCEMENT	PGM SUPPORT SPEC	Brooks,Mary Shirlene	F	1	71,106.00	17,634.29
3000	ENFORCEMENT	PGM SUPPORT SPEC	Whetstone,Lamir D	F	1	68,680.00	17,032.64
3000	ENFORCEMENT	Contact Representative	Framer,James W	F	1	55,252.00	13,702.50
3000	ENFORCEMENT	Program Support Specialist	Hill,Lakisha	F	1	79,370.00	19,683.76
3000	ENFORCEMENT	Program Support Specialist	Fletcher,Renee C	F	1	83,646.00	20,744.21
3000	ENFORCEMENT	Housing Rehab. Specialist	Koger,Renard M	F	1	77,232.00	19,153.54
3000	ENFORCEMENT	Program Support Specialist	Hollins,Theresa	F	1	77,232.00	19,153.54
3000	ENFORCEMENT	Paralegal Specialist	Lang,David A.	F	1	97,375.00	24,149.00
3000	ENFORCEMENT	PGM SUPPORT SPEC	Lashley,Wilfred W	F	1	75,094.00	18,623.31
3000	ENFORCEMENT	Enforcement Administrator	Washington,Pamela B	F	1	135,512.30	33,607.05
3000	ENFORCEMENT	Abatement Crew Worker	Brown,Joseph A	F	1	62,462.40	15,490.68
3000	ENFORCEMENT	Abatement Crew Worker	Anderson,Prentice M	F	1	62,462.40	15,490.68
3000	ENFORCEMENT	Abatement Crew Worker	Lowery,Tazwell	F	1	48,963.20	12,142.87
3000	ENFORCEMENT	Motor Vehicle Operator	Page,George	F	1	55,723.20	13,819.35
3000	ENFORCEMENT	Motor Vehicle Operator	Duncan,Jamal L	F	1	55,723.20	13,819.35
3000	ENFORCEMENT	Abatement Crew Worker	Walls,Kevin A	F	1	57,408.00	14,237.18
3000	ENFORCEMENT	Motor Vehicle Operator	Pettaway,Brandon	F	1	60,611.20	15,031.58
3000	ENFORCEMENT	Abatement Crew Worker	Green,Nick	F	1	55,723.20	13,819.35
3000	ENFORCEMENT	Abatement Crew Leader	Hawkins,Francis E	F	1	65,728.00	16,300.54
3000	ENFORCEMENT	Assistant Supervisory Vacant B	Johnson,James L	F	1	69,105.14	17,138.07
3000	ENFORCEMENT	Vacant Building Inspector	Anderson,Gerard	F	1	56,994.00	14,134.51
3000	ENFORCEMENT	Vacant Building Inspector	Davis,Trae H	F	1	60,522.00	15,009.46
3000	ENFORCEMENT	Vacant Building Inspector	Evans,Alfred	F	1	60,522.00	15,009.46
3000	ENFORCEMENT	Housing Rehab. Specialist	Glass,Freddie	F	1	77,232.00	19,153.54
3000	ENFORCEMENT	PGM SUPPORT SPEC	Masimini,Koleka	F	1	56,994.00	14,134.51
3000	ENFORCEMENT	Abatement Crew Worker	Soto-Osorio,Alfredo	F	1	52,353.60	12,983.69
3000	ENFORCEMENT	Abatement Crew Worker	Jacobs,Wayne N	F	1	52,353.60	12,983.69
3000	ENFORCEMENT	Abatement Crew Worker	Coleman,Tyrone M.	F	1	52,353.60	12,983.69
3000	ENFORCEMENT	Abatement Crew Worker	McManus,Rodney O'Neal	F	1	52,353.60	12,983.69

Program Code	Program Title	Position Title	Employee Name	Vac Stat	FTEs	Salary	Fringe Benefits
3000	ENFORCEMENT	Laborer	Askew Jr.,Warren T.	F	1	40,664.00	10,084.67
3000	ENFORCEMENT	Abatement Crew Worker		V	1	48,984.00	12,148.03
3000	ENFORCEMENT	PROGRAM COORDINATOR		V	1	76,126.00	18,879.25
3000 Total					48	3,522,673.87	873,623.12
4000	INSPECTION	Paralegal Specialist	Hart,Anita P	F	1	95,014.00	23,563.47
4000	INSPECTION	Comb. Code Comp. Spec. I	Tucker,Derwin R	F	1	81,508.00	20,213.98
4000	INSPECTION	Housing Code Inspector I	Reese,Quanya	F	1	55,230.00	13,697.04
4000	INSPECTION	Housing Code Inspector I	Starke,Todd Jerome	F	1	64,050.00	15,884.40
4000	INSPECTION	Building Code Inspector II	Antoine,Olgie V	F	1	97,668.00	24,221.66
4000	INSPECTION	PGM SUPPORT SPEC		V	1	55,230.00	13,697.04
4000	INSPECTION	Building Code Inspector II		V	1	92,554.00	22,953.39
4000	INSPECTION	Program Analyst	DICKEY,ZEOLA LaShawn	F	1	92,553.74	22,953.33
4000	INSPECTION	Comb. Code Comp. Spec. II	Legaspi,Ruben A	F	1	97,668.00	24,221.66
4000	INSPECTION	Housing Code Inspector I	Ballenger,Fred	F	1	69,342.00	17,196.82
4000	INSPECTION	Comb. Code Comp. Spec. III	Vanleuven,Donald	F	1	110,063.00	27,295.62
4000	INSPECTION	Comb. Code Comp. Spec. III	Vaughn,Marc T	F	1	110,063.00	27,295.62
4000	INSPECTION	Housing Code Inspector I		V	1	55,230.00	13,697.04
4000	INSPECTION	Contact Representative	Brooks II,Allen G	F	1	60,019.00	14,884.71
4000	INSPECTION	Building Code Inspector II	Harris,William D	F	1	102,782.00	25,489.94
4000	INSPECTION	Comb. Code Comp. Spec. III	Curran,Gerald P	F	1	116,145.00	28,803.96
4000	INSPECTION	Comb. Code Comp. Spec. III	Jalis,George	F	1	107,022.00	26,541.46
4000	INSPECTION	Code Compl Spec (Elevator)	Payne,Audrick F	F	1	102,782.00	25,489.94
4000	INSPECTION	Building Code Inspector II	Singh,Jagtaar `	F	1	87,440.00	21,685.12
4000	INSPECTION	Supv Combo Code Specialist		V	1	112,531.00	27,907.69
4000	INSPECTION	Building Code Inspector III	Kahler,Mark T	F	1	113,104.00	28,049.79
4000	INSPECTION	Housing Code Inspector I	Bynum,Janet Del Carmen	F	1	65,814.00	16,321.87
4000	INSPECTION	Housing Code Inspector II	Booth,Katheryn L	F	1	85,784.00	21,274.43
4000	INSPECTION	PGM SUPPORT SPEC	Thigpen,Sarah Lee	F	1	65,814.00	16,321.87
4000	INSPECTION	Comb. Code Comp. Spec. I	Carroll,Roland B	F	1	83,646.00	20,744.21
4000	INSPECTION	Housing Code Inspector I	Jenkins,Michael	F	1	71,106.00	17,634.29
4000	INSPECTION	Administrative Officer	Watkis,Michelle	F	1	112,414.20	27,878.72
4000	INSPECTION	Building Code Inspector III	Chaudhry,Gauher R	F	1	107,022.00	26,541.46
4000	INSPECTION	Building Code Inspector II	Dudley Jr.,Alfred R	F	1	92,554.00	22,953.39
4000	INSPECTION	Comb. Code Comp. Spec. III	Fones,Ronald F	F	1	113,104.00	28,049.79
4000	INSPECTION	Code Compl Spec (Boiler)	Jones,Keith D	F	1	102,782.00	25,489.94
4000	INSPECTION	Code Compl Spec (Boiler)	Howell,Edward C	F	1	97,668.00	24,221.66
4000	INSPECTION	Contact Representative	Pursley,Cristayl S.	F	1	51,807.00	12,848.14
4000	INSPECTION	Contact Representative	Sidney,Jannie	F	1	61,407.00	15,228.94
4000	INSPECTION	Comb. Code Comp. Spec. I	Magruder,Tiffany K	F	1	83,646.00	20,744.21
4000	INSPECTION	Building Code Inspector III	Letren,Neil F	F	1	113,104.00	28,049.79
4000	INSPECTION	Building Code Inspector	Leon,Elmer X	F	1	56,994.00	14,134.51
4000	INSPECTION	Deputy Chief Building Official	Rathje Jr.,Kenneth	F	1	154,172.59	38,234.80
4000	INSPECTION	Comb. Code Comp. Spec. I	Johnson,Lakeitha D	F	1	81,508.00	20,213.98
4000	INSPECTION	Housing Code Inspector II	Byrd,Michael A	F	1	85,784.00	21,274.43
4000	INSPECTION	Housing Code Inspector I	Price,Matthew	F	1	64,050.00	15,884.40
4000	INSPECTION	Chief Building Official	Whitescarver,Clarence G	F	1	146,059.15	36,222.67
4000	INSPECTION	Code Compl Spec (Elevator)	Jackson,Norman A	F	1	102,782.00	25,489.94
4000	INSPECTION	Building Code Inspector II	Hooks,Tamika	F	1	92,554.00	22,953.39
4000	INSPECTION	Program Analyst	Simpkins,Robert C	F	1	113,002.00	28,024.50

Program Code	Program Title	Position Title	Employee Name	Vac Stat	FTEs	Salary	Fringe Benefits
4000	INSPECTION	Comb. Code Comp. Spec. III	McNeil,Christopher	F	1	100,940.00	25,033.12
4000	INSPECTION	Housing Inspection Prog Mngr	Gamboia,Ferdinand A	F	1	115,029.28	28,527.26
4000	INSPECTION	PGM SUPPORT SPEC		V	1	55,230.00	13,697.04
4000	INSPECTION	Program Support Specialist	Turner,Shavon T	F	1	83,646.00	20,744.21
4000	INSPECTION	Program Analyst	Hooks Scott,Helen	F	1	105,339.00	26,124.07
4000	INSPECTION	Code Compl Spec (Elevator)	Zweig,Paul Ronald	F	1	102,782.00	25,489.94
4000	INSPECTION	Program Analyst	Camacho,Leslie	F	1	100,940.00	25,033.12
4000	INSPECTION	PROGRAM COORDINATOR	Jones,Kristen	F	1	84,883.00	21,050.98
4000	INSPECTION	Supv Combo Code Specialist	Reiss,Jeffrey	F	1	121,134.18	30,041.28
4000	INSPECTION	Program Analyst	Jones,Tamika Lashawn	F	1	92,554.00	22,953.39
4000	INSPECTION	PGM SUPPORT SPEC	Brown-Williams,Marie A	F	1	67,578.00	16,759.34
4000	INSPECTION	Building Code Inspector II	Ball Jr.,Edward W	F	1	105,339.00	26,124.07
4000	INSPECTION	Program Analyst	Sumner,Andrea	F	1	92,554.00	22,953.39
4000	INSPECTION	Inspection and Plans Review Sp	Evans,Dominic	F	1	82,326.00	20,416.85
4000	INSPECTION	Special Assistant	Boateng,Isaac W	F	1	87,703.00	21,750.34
4000	INSPECTION	Program Analyst	Virk,Amrik S	F	1	107,380.00	26,630.24
4000	INSPECTION	Building Code Inspector II	Smoot,Thomas	F	1	100,225.00	24,855.80
4000	INSPECTION	PGM SUPPORT SPEC	Lenzy,Maleka V	F	1	62,286.00	15,446.93
4000	INSPECTION	Program Analyst	Findlay,Janice D	F	1	95,111.00	23,587.53
4000	INSPECTION	Housing Code Inspector I	Manning,Derron	F	1	60,522.00	15,009.46
4000	INSPECTION	Housing Code Inspector I	Jah,Sajor	F	1	58,758.00	14,571.98
4000	INSPECTION	Contact Representative	Leach,Deont'e J	F	1	52,074.00	12,914.35
4000	INSPECTION	PGM SUPPORT SPEC	Gatling,Joyce A	F	1	58,758.00	14,571.98
4000	INSPECTION	Program Support Specialist	Fowler,Lori M.	F	1	77,232.00	19,153.54
4000	INSPECTION	Comb. Code Comp. Spec. II	Watkins,Gregory L	F	1	92,554.00	22,953.39
4000	INSPECTION	Comb. Code Comp. Spec. III	Piller,Edward	F	1	107,022.00	26,541.46
4000	INSPECTION	Supervisory Contract Liaison S	Alexander,Antoinette C	F	1	128,750.00	31,930.00
4000	INSPECTION	Contact Representative	Williams,Karen	F	1	48,896.00	12,126.21
4000	INSPECTION	Housing Code Inspector I	Gibson,Daniel	F	1	55,230.00	13,697.04
4000	INSPECTION	Housing Code Specialist	Peters,Christopher L.	F	1	56,841.00	14,096.57
4000	INSPECTION	Contact Representative	Tibbs,Breyana N	F	1	51,807.00	12,848.14
4000	INSPECTION	Housing Code Inspector I	Gowens,Christine P	F	1	56,994.00	14,134.51
4000	INSPECTION	Housing Code Specialist	Ward,David	F	1	45,718.00	11,338.06
4000	INSPECTION	Motor Vehicle Operator	Brown,Ted	F	1	53,539.20	13,277.72
4000	INSPECTION	PGM SUPPORT SPEC	Moore Jr.,Carousel	F	1	56,994.00	14,134.51
4000	INSPECTION	Housing Code Specialist	Chicas,Vladimir Ernesto	F	1	45,718.00	11,338.06
4000	INSPECTION	Housing Code Inspector I	Sutton,Durand	F	1	56,994.00	14,134.51
4000	INSPECTION	Housing Code Specialist	Mabry,Mattheu Nelson	F	1	45,718.00	11,338.06
4000	INSPECTION	Housing Code Inspector I	Cruz,Mario E	F	1	56,994.00	14,134.51
4000	INSPECTION	Housing Code Specialist	Curtis,Frederick E	F	1	60,019.00	14,884.71
4000	INSPECTION	PGM SUPPORT SPEC	Hammond,Vanessa A	F	1	58,758.00	14,571.98
4000	INSPECTION	Supervisory Housing Program Ma	Nyabagosi,Peter	F	1	122,889.46	30,476.59
4000	INSPECTION	Housing Code Specialist	Lloyd,Malik	F	1	45,718.00	11,338.06
4000	INSPECTION	Building Code Inspector	McCottry,Wesley C	F	1	58,758.00	14,571.98
4000	INSPECTION	Building Code Inspector	Williams Jr.,Virgil S	F	1	71,106.00	17,634.29
4000	INSPECTION	Building Code Inspector	Crowder,Shanice	F	1	58,758.00	14,571.98
4000	INSPECTION	Supervisory Housing Program Ma	Allen,Patrick Henry	F	1	93,776.35	23,256.53
4000 Total					92	7,682,452.15	1,905,248.13
6000	ZONING AND CONSTRUCTION COMPLIANCE	PGM SUPPORT SPEC	Robinson-Johnson,Yolanda B	F	1	58,758.00	14,571.98

Program Code	Program Title	Position Title	Employee Name	Vac Stat	FTEs	Salary	Fringe Benefits
6000	ZONING AND CONSTRUCTION COMPLIANCE	Engineering Technician	Shittu,Ademola K	F	1	102,782.00	25,489.94
6000	ZONING AND CONSTRUCTION COMPLIANCE	Engineering Technician	WASHINGTON,RAMON J.	F	1	92,554.00	22,953.39
6000	ZONING AND CONSTRUCTION COMPLIANCE	Engineering Technician	Warren,Hector Ernesto	F	1	95,111.00	23,587.53
6000	ZONING AND CONSTRUCTION COMPLIANCE	Zoning Administrator	Legrant,Matthew	F	1	168,487.48	41,784.90
6000	ZONING AND CONSTRUCTION COMPLIANCE	PGM SUPPORT SPEC		V	1	55,230.00	13,697.04
6000	ZONING AND CONSTRUCTION COMPLIANCE	Deputy Prog. Mgr. for Zoning	Beeton,Kathleen A	F	1	139,117.09	34,501.04
6000	ZONING AND CONSTRUCTION COMPLIANCE	Engineering Technician	Barber,Chyna	F	1	87,440.00	21,685.12
6000	ZONING AND CONSTRUCTION COMPLIANCE	Engineering Technician	Gibbs,LeShanda N.	F	1	97,668.00	24,221.66
6000	ZONING AND CONSTRUCTION COMPLIANCE	Program Analyst	Bolden,Tarek S	F	1	92,554.00	22,953.39
6000	ZONING AND CONSTRUCTION COMPLIANCE	Supervisory Engineering Techni	Ndaw,Mamadou B.	F	1	112,802.92	27,975.12
6000	ZONING AND CONSTRUCTION COMPLIANCE	Program Analyst	Thompson Jr.,Steve Charles	F	1	93,325.00	23,144.60
6000	ZONING AND CONSTRUCTION COMPLIANCE	PGM SUPPORT SPEC	Epps,Evon	F	1	69,342.00	17,196.82
6000	ZONING AND CONSTRUCTION COMPLIANCE	Program Analyst	Reid,Rohan V	F	1	110,063.00	27,295.62
6000	ZONING AND CONSTRUCTION COMPLIANCE	Engineering Technician	Calhoun,Daniel	F	1	92,554.00	22,953.39
6000	ZONING AND CONSTRUCTION COMPLIANCE	Engineering Technician	Anderson,Jeannette	F	1	105,339.00	26,124.07
6000	ZONING AND CONSTRUCTION COMPLIANCE	Engineering Technician	Bullock,Brittany C	F	1	87,440.00	21,685.12
6000 Total					17	1,660,567.49	411,820.74
7000	LICENSING	Staff Assistant	Henderson,Melanie Michelle	F	1	78,487.00	19,464.78
7000	LICENSING	Administrator (Business & Prof	Parker,Vincent	F	1	146,966.78	36,447.76
7000	LICENSING	Administrative Officer		V	1	112,531.00	27,907.69
7000	LICENSING	Weights and Measures Program M	Johnson,Ronald Sr	F	1	104,741.80	25,975.97
7000	LICENSING	Paralegal Specialist		V	1	82,326.00	20,416.85
7000	LICENSING	PGM MGR	Briggs,Cynthia	F	1	107,843.06	26,745.08
7000	LICENSING	Paralegal Specialist	Evans,Carrie G	F	1	95,111.00	23,587.53
7000	LICENSING	PGM SUPPORT SPEC	Anderson,Vanessa D	F	1	75,094.00	18,623.31
7000	LICENSING	PGM MGR	BROADIE,HARRIET ANN ANN	F	1	120,784.33	29,954.51
7000	LICENSING	Investigator	Britt,Deborah L	F	1	105,339.00	26,124.07
7000	LICENSING	Program Coordinator for Boards	Mcclendon,Nicole M	F	1	99,032.44	24,560.05
7000	LICENSING	Investigator	Ghenene,Abyie M	F	1	66,542.00	16,502.42
7000	LICENSING	Code Compl Spec (Weig & Meas)	Smith,Allen W	F	1	85,784.00	21,274.43
7000	LICENSING	Paralegal Specialist	Hinson,Maxine May	F	1	97,668.00	24,221.66
7000	LICENSING	PGM SUPPORT SPEC	Posey,Erin	F	1	68,680.00	17,032.64
7000	LICENSING	Business Licensing Specialist	Perry,Bruce	F	1	70,818.00	17,562.86
7000	LICENSING	Paralegal Specialist	Clary,Regina D	F	1	85,784.00	21,274.43
7000	LICENSING	Investigator	Usher,Wilfred	F	1	105,339.00	26,124.07
7000	LICENSING	Contact Representative	Boyd,Diane B	F	1	64,607.00	16,022.54
7000	LICENSING	Paralegal Specialist	Edelin,Denise M	F	1	85,784.00	21,274.43
7000	LICENSING	Code Compl Spec (Weig & Meas)	Taylor,Lawrence H	F	1	81,508.00	20,213.98
7000	LICENSING	Paralegal Specialist	Tate,Kim R	F	1	85,784.00	21,274.43
7000	LICENSING	Investigator	Calderon Jr,Edgar M	F	1	55,230.00	13,697.04
7000	LICENSING	Program Analyst		V	1	82,326.00	20,416.85
7000	LICENSING	Business Licensing Specialist	Lockhart,Ellen Denise	F	1	75,094.00	18,623.31
7000	LICENSING	Compliance Specialist	Washington,Teneila	F	1	101,758.00	25,235.98
7000	LICENSING	Code Compl Spec (Weig & Meas)	Sampson,Charles P	F	1	81,508.00	20,213.98
7000	LICENSING	Paralegal Specialist	Ebb,Maxcine I	F	1	97,668.00	24,221.66
7000	LICENSING	Investigator	Allen,Steven G	F	1	105,339.00	26,124.07
7000	LICENSING	Business Licensing Specialist	Hart,John A	F	1	58,758.00	14,571.98
7000	LICENSING	PGM MGR	Careiro,Vanessa	F	1	136,990.00	33,973.52
7000	LICENSING	Program Analyst	Tibbs,Annette S	F	1	92,554.00	22,953.39

Program Code	Program Title	Position Title	Employee Name	Vac Stat	FTEs	Salary	Fringe Benefits
7000	LICENSING	Small Business Resource Center	Noisette,Jacqueline L.	F	1	121,906.00	30,232.69
7000	LICENSING	Business Licensing Specialist	Robinson,Jamie L	F	1	77,232.00	19,153.54
7000	LICENSING	Investigator	Hooks,Anthony M	F	1	102,782.00	25,489.94
7000	LICENSING	Special Events/Vending Manager		V	1	112,531.00	27,907.69
7000	LICENSING	Paralegal Specialist	Roh,Kisok C	F	1	81,508.00	20,213.98
7000	LICENSING	Investigator	Williams,Vacylla D	F	1	105,339.00	26,124.07
7000	LICENSING	Paralegal Specialist	Hyman,Maxine C	F	1	95,111.00	23,587.53
7000	LICENSING	Program Support Specialist	Cordeiro,Greta	F	1	77,232.00	19,153.54
7000	LICENSING	Investigator	Burnette,Christopher M	F	1	75,094.00	18,623.31
7000	LICENSING	Business Licensing Specialist	Outlaw,Shakeila R	F	1	75,094.00	18,623.31
7000	LICENSING	Business Licensing Specialist	Thornton,Sharon R	F	1	65,814.00	16,321.87
7000	LICENSING	Investigator	Coward,Richard A.	F	1	100,225.00	24,855.80
7000	LICENSING	Program Specialist	Jackson III,Andrew Lewis	F	1	82,326.00	20,416.85
7000	LICENSING	Business License Manager	Prather,Anthony R	F	1	93,776.35	23,256.53
7000	LICENSING	Business Licensing Specialist	GARCIA,CYNTHIA L.	F	1	72,956.00	18,093.09
7000	LICENSING	PGM SUPPORT SPEC	Harris,Marchelle	F	1	77,232.00	19,153.54
7000	LICENSING	PGM SUPPORT SPEC	Blocker-Ford,India	F	1	62,286.00	15,446.93
7000	LICENSING	PGM SUPPORT SPEC	Johnson,Kenya	F	1	64,050.00	15,884.40
7000	LICENSING	PGM SUPPORT SPEC	Johnston,Stephanie L	F	1	70,818.00	17,562.86
7000	LICENSING	PGM SUPPORT SPEC	Jamison,Tracey V	F	1	69,342.00	17,196.82
7000	LICENSING	Paralegal Specialist	Bridges,Deborah D	F	1	77,232.00	19,153.54
7000	LICENSING	Special Assistant	Thompson-weaver,Shantell	F	1	96,136.00	23,841.73
7000	LICENSING	PGM MGR		V	1	129,411.00	32,093.93
7000	LICENSING	PGM SUPPORT SPEC	Reyes,Jocelyn	F	1	55,230.00	13,697.04
7000	LICENSING	Program Analyst	Herrera,Claudia L.	F	1	87,440.00	21,685.12
7000	LICENSING	Program Analyst	Douglas,Joy L	F	1	87,440.00	21,685.12
7000	LICENSING	PGM SUPPORT SPEC	Dickens,Tinika L	F	1	67,578.00	16,759.34
7000	LICENSING	Program Coordinator for Boards	Lewis,Leon W	F	1	115,584.33	28,664.91
7000	LICENSING	Program Manager	Gasimov,Josef G	F	1	112,595.03	27,923.57
7000	LICENSING	Business Licensing Specialist	Peterson,Louise V.	F	1	77,232.00	19,153.54
7000	LICENSING	PGM SUPPORT SPEC	Stewart,LaVerne M	F	1	77,232.00	19,153.54
7000	LICENSING	PGM SUPPORT SPEC	Young,Kevin	F	1	69,342.00	17,196.82
7000	LICENSING	Program Support Asst (OA)	Burrell,Quinton M	F	1	64,607.00	16,022.54
7000	LICENSING	Program Support Specialist	Kearse,Laneshia E	F	1	63,498.00	15,747.50
7000	LICENSING	Investigator	Lassiter,Deloris S	F	1	95,111.00	23,587.53
7000	LICENSING	Investigator	Richardson,Shakira	F	1	82,326.00	20,416.85
7000	LICENSING	PGM SUPPORT SPEC	Champagne,Jennifer	F	1	70,818.00	17,562.86
7000	LICENSING	Program Specialist	Pearson,Avis	F	1	82,326.00	20,416.85
7000	LICENSING	Program Analyst	Brown,Sheldon J	F	1	92,554.00	22,953.39
7000	LICENSING	Investigator	Batista,George	F	1	92,554.00	22,953.39
7000	LICENSING	Paralegal Specialist	Matthews,Vickie	F	1	79,370.00	19,683.76
7000	LICENSING	Code Compl Spec (Weig & Meas)	Jacobs III,David	F	1	83,646.00	20,744.21
7000	LICENSING	Program Support Specialist		V	1	70,818.00	17,562.86
7000	LICENSING	Program Manager	Richardson,Patrice	F	1	93,776.35	23,256.53
7000	LICENSING	PGM SUPPORT SPEC	Yeboah Ofori,Grace	F	1	70,818.00	17,562.86
7000	LICENSING	Program Specialist	Strozier,Brittani	F	1	82,326.00	20,416.85
7000	LICENSING	Investigator	Dumas,Asia	F	1	92,554.00	22,953.39
7000	LICENSING	Code Compl Spec (Weig & Meas)	Ferguson,Joseph	F	1	72,956.00	18,093.09
7000	LICENSING	Program Support Specialist	Greene,Nikkia King	F	1	65,814.00	16,321.87

Program Code	Program Title	Position Title	Employee Name	Vac Stat	FTEs	Salary	Fringe Benefits
7000	LICENSING	Investigator	Bynum,Timothy	F	1	82,326.00	20,416.85
7000	LICENSING	Program Officer	Brooks,Derek V	F	1	106,898.55	26,510.84
7000	LICENSING	Investigator	Peace,Christopher	F	1	75,094.00	18,623.31
7000	LICENSING	Program Analyst	Cyrus,Kevin D	F	1	92,554.00	22,953.39
7000	LICENSING	PGM SUPPORT SPEC	Wood,Tamika	F	1	75,094.00	18,623.31
7000	LICENSING	Operations Manager	McCoy,Daniel	F	1	109,844.00	27,241.31
7000	LICENSING	Paralegal Specialist	Nelson,Philip	F	1	69,342.00	17,196.82
7000	LICENSING	Educ Liaison Spec (Realty)	Thomas,Kathy	F	1	77,232.00	19,153.54
7000	LICENSING	PGM SUPPORT SPEC	Garrett,Stephon	F	1	55,230.00	13,697.04
7000	LICENSING	Program Support Asst (OA)	Bennett,William B	F	1	55,007.00	13,641.74
7000	LICENSING	Program Support Specialist	Clark,Anthony V	F	1	67,452.00	16,728.10
7000	LICENSING	Investigator	Beckwith,La Taunja R.	F	1	102,782.00	25,489.94
7000	LICENSING	Business Licensing Specialist	Long,Aurice S	F	1	64,050.00	15,884.40
7000	LICENSING	PGM SUPPORT SPEC	Le,Nhu Q	F	1	70,818.00	17,562.86
7000	LICENSING	PGM SUPPORT SPEC	Holmes,Ronald	F	1	64,050.00	15,884.40
7000	LICENSING	PGM SUPPORT SPEC	Williams,Stacey A	F	1	68,680.00	17,032.64
7000	LICENSING	PGM SUPPORT SPEC	Booker,Nakia	F	1	64,050.00	15,884.40
7000	LICENSING	Business Licensing Specialist	Prince,Tyanna A	F	1	55,228.60	13,696.69
7000	LICENSING	Investigator	Dortch-Jones,Eric J.	F	1	55,230.00	13,697.04
7000	LICENSING	Business Licensing Specialist	Stewart,Amber M	F	1	64,050.00	15,884.40
7000	LICENSING	Contact Representative	Arnold,Kevin	F	1	53,407.00	13,244.94
7000	LICENSING	PGM SUPPORT SPEC	Barber,James R	F	1	60,522.00	15,009.46
7000	LICENSING	Investigator	Walker,Antoine	F	1	56,994.00	14,134.51
7000	LICENSING	PGM SUPPORT SPEC	Peterson,Jerry	F	1	62,286.00	15,446.93
7000	LICENSING	PGM SUPPORT SPEC	Richards,Shaun	F	1	56,994.00	14,134.51
7000	LICENSING	Records and Information Manage		V	1	55,230.00	13,697.04
7000	LICENSING	Support Services Assistant	Mackell,Anthony D	F	1	59,807.00	14,832.14
7000	LICENSING	PGM SUPPORT SPEC	Collins-Marable,Phyllis J	F	1	62,286.00	15,446.93
7000	LICENSING	Account Manager		V	1	76,126.00	18,879.25
7000	LICENSING	Program Analyst	Smillie,Simone S	F	1	76,126.00	18,879.25
7000	LICENSING	Program Analyst		V	1	76,126.00	18,879.25
7000	LICENSING	Program Analyst		V	1	87,703.00	21,750.34
7000	LICENSING	Program Analyst		V	1	76,126.00	18,879.25
7000	LICENSING	Program Analyst	Eastlack,Aaron R	F	1	93,325.00	23,144.60
7000	LICENSING	Program Support Specialist		V	1	61,521.00	15,257.21
7000	LICENSING	Housing Code Specialist	Binion,Charles C.	F	1	56,841.00	14,096.57
7000	LICENSING	Program Support Specialist	Pedapati,Vinaya	F	1	61,521.00	15,257.21
7000	LICENSING	Program Analyst		V	1	87,703.00	21,750.34
7000	LICENSING	Program Analyst		V	1	87,703.00	21,750.34
7000	LICENSING	Program Analyst		V	1	87,703.00	21,750.34
7000	LICENSING	Program Analyst		V	1	76,126.00	18,879.25
7000	LICENSING	Program Manager	Isakov,Leonid	F	1	135,000.00	33,480.00
7000	LICENSING	Program Manager	Park,Raphael Hwi	F	1	134,449.70	33,343.53
7000 Total					124	10,221,396.32	2,534,906.29
Grand Total					474	42,196,186.73	10,464,654.31

Attachment:

DCRA Oversight Question 35 FOIA

Agency Name

DCRA

**Annual Freedom of Information Act Report for Fiscal Year 2019
October 1, 2018 through September 30, 2019**

FOIA Officer Reporting Genet Amare, Esq. and Erin Roberts, Esq.

PROCESSING OF FOIA REQUESTS

1. Number of FOIA requests received during reporting period.....	1,296
2. Number of FOIA requests pending on October 1, 2018.....	72
3. Number of FOIA requests pending on September 30, 2019.....	112
4. The average number of days unfilled requests have been pending before each public body as of September 30, 2019	17

DISPOSITION OF FOIA REQUESTS

5. Number of requests granted, in whole.....	588
6. Number of requests granted, in part, denied, in part.....	305
7. Number of requests denied, in whole.....	4
8. Number of requests withdrawn.....	16
9. Number of requests referred or forwarded to other public bodies.....	11
10. Other disposition	332

NUMBER OF REQUESTS THAT RELIED UPON EACH FOIA EXEMPTION

11. Exemption 1 - D.C. Official Code § 2-534(a)(1).....	46
12. Exemption 2 - D.C. Official Code § 2-534(a)(2).....	263
13. Exemption 3 - D.C. Official Code § 2-534(a)(3)	
Subcategory (A).....	2
Subcategory (B).....	0
Subcategory (C)	4
Subcategory (D)	2
Subcategory (E)	0
Subcategory (F)	0
14. Exemption 4 - D.C. Official Code § 2-534(a)(4)	36
15. Exemption 5 - D.C. Official Code § 2-534(a)(5).....	0

16. Exemption 6 - D.C. Official Code § 2-534(a)(6)	
Subcategory (A).....	3
Subcategory (B).....	0
17. Exemption 7 - D.C. Official Code § 2-534(a)(7).....	0
18. Exemption 8 - D.C. Official Code § 2-534(a)(8).....	0
19. Exemption 9 - D.C. Official Code § 2-534(a)(9).....	0
20. Exemption 10 - D.C. Official Code § 2-534(a)(10).....	0
21. Exemption 11 - D.C. Official Code § 2-534(a)(11).....	17
22. Exemption 12 - D.C. Official Code § 2-534(a)(12).....	1

TIME-FRAMES FOR PROCESSING FOIA REQUESTS

23. Number of FOIA requests processed within 15 days.....	680
24. Number of FOIA requests processed between 16 and 25 days.....	508
25. Number of FOIA requests processed in 26 days or more.....	68
26. Median number of days to process FOIA Requests.....	15

RESOURCES ALLOCATED TO PROCESSING FOIA REQUESTS

27. Number of staff hours devoted to processing FOIA requests.....	2,160
28. Total dollar amount expended by public body for processing FOIA requests.....	\$200,000

FEES FOR PROCESSING FOIA REQUESTS

29. Total amount of fees collected by public body.....	0
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PROSECUTIONS PURSUANT TO SECTION 207(d) OF THE D.C. FOIA

30. Number of employees found guilty of a misdemeanor for arbitrarily or capriciously violating any provision of the District of Columbia Freedom of Information Act.....	0
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QUALITATIVE DESCRIPTION OR SUMMARY STATEMENT

Pursuant to section 208(a)(9) of the D.C. FOIA, provide in the space below or as an attachment, “[a] qualitative description or summary statement, and conclusions drawn from the data regarding compliance [with the provisions of the Act].”

DCRA was substantially in compliance with D.C. FOIA Statute.

Attachment:

DCRA Question 37 Current Annual Performance Plan

Department of Consumer and Regulatory Affairs FY2020

Agency Department of Consumer and Regulatory Affairs

Agency Code CRO

Fiscal Year 2020

Mission The Department of Consumer and Regulatory Affairs (DCRA) protects the health, safety, economic interests, and quality of life of residents, businesses, and visitors in the District of Columbia by ensuring code compliance and regulating business.

Strategic Objectives

Objective Number	Strategic Objective
1	Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia.
2	Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia.
3	Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.
4	Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.
5	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (6 Measures)					
Percent of businesses applying online that receive their license within one (1) business day from the date of submission	Up is Better	New in 2018	83.9%	81%	80%
Percent of compliant businesses that have renewals processed within one (1) business day from the date of application receipt	Up is Better	New in 2018	85.5%	87.1%	80%
Percent of corporate registrations processed online, meeting the customer's request for expedited service of one (1) or three (3) business days	Up is Better	New in 2018	89.8%	91%	85%
Percent of Basic Business License, Corporation, and Occupational and Professional Licensing transactions that are conducted online	Up is Better	New in 2018	64.9%	68.9%	80%
Percent of Consumer Protection cases closed within 30-days from date of complaint submission	Up is Better	New in 2020	New in 2020	New in 2020	85%
Percent of Business Licensees for which prescreening is required, that receive a regulatory investigation within 15 business days	Up is Better	New in 2020	New in 2020	New in 2020	85%
2 - Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia. (5 Measures)					
Percent of Permit applications that are reviewed by PRC within 2-business days	Up is Better	New in 2019	New in 2019	90.9%	90%
Percent of Project Dox permit applications that are reviewed by DCRA within 30 business days of acceptance by the agency	Up is Better	New in 2019	85.9%	94.3%	90%
Percent of standard building plat requests completed within 3 business days	Up is Better	New in 2020	New in 2020	New in 2020	85%

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
Percent of Project Dox permit application re-reviews that are reviewed by DCRA within 15 business days of acceptance by agency	Up is Better	New in 2020	New in 2020	New in 2020	90%
Percentage of Solar Permits that are reviewed within 10 calendar days	Up is Better	New in 2020	New in 2020	New in 2020	90%
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (3 Measures)					
Percent of exempted properties that are reinspected within 90 calendar days of receiving exempt status	Up is Better	New in 2018	24.8%	84.7%	90%
Percent of Notices of Infraction related customer inquiries that are resolved in one interaction with DCRA staff	Up is Better	New in 2019	New in 2019	90.3%	80%
Percent of Vacant Building Unit initial inspections completed within 38 business days from date of complaint submission	Up is Better	New in 2020	New in 2020	New in 2020	85%
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (3 Measures)					
Percent of construction inspections completed on date identified when scheduled	Up is Better	New in 2018	83.2%	89.1%	90%
Percent of Property Maintenance (Housing) Notices of Infraction (NOI) that are initiated within 2 business days following inspections where violations were observed.	Up is Better	New in 2020	New in 2020	New in 2020	90%
Percent of Property Maintenance (Housing) inspections that are completed within 15 business days from date of request	Up is Better	New in 2020	New in 2020	New in 2020	75%
5 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measures)					
Percent of non-FOIA Records requests completed within 5 business days from date of receipt	Up is Better	New in 2020	New in 2020	New in 2020	85%
Percent of Customer Relationship Management (CRM) cases that are resolved within 3 business days from date of receipt by the agency	Up is Better	New in 2020	New in 2020	New in 2020	95%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
5 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	99.6%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	New in 2020
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	81.8%

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	100%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies. The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measure based on summary-level data from various agencies, and cannot verify the accuracy of any calculations that were made to the source data prior to its receipt by OCA. The 2019 DC Enterprise Data Inventory (EDI), which contains data on "open" data sets published on DC's Open Data Portal, is current as of March 9, 2019. Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (1 Activity)			
Licensing	Business, Occupational, and Professional Licensing, Corporations, and Compliance	Responsible for the review, issuance, and renewal of business, occupational and professional licenses within the District. Additional programmatic areas include the Corporations, Small Business Resource Center, Weights and Measurements Registrations, and Special Events and Vending business units. This includes Program Codes (7000, 2065, 2070, 2075, 2080, 2090, 2095, 7085)	Daily Service
2 - Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia. (1 Activity)			
Permitting	Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building	Responsible for the review and issuance of Building Permits within the District, in addition to the operations of DCRA's Permit Center. This includes Program Codes (2000, 2020, 2025, 2030, 2035, 2050, 2500, 2520, 2060).	Daily Service
3 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (1 Activity)			
Enforcement	Office of Civil Infractions, Vacant Property, and Abatement	Coordinates issuance of civil infractions on behalf of DCRA, including collection of Liens and Fines that are imposed upon respondents, in addition to the inspections and compliance work conducted by the Vacant Property business unit. This includes Program Codes (3000, 3020, 3025, 3045, 3050)	Daily Service
4 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (1 Activity)			

Operations Header	Operations Title	Operations Description	Type of Operations
Inspections	Illegal Construction, Property Maintenance and Permit-based Inspections	Ensures compliance with Building and Property Maintenance Codes within the District. This covers both Construction and Illegal Construction inspections, in addition to Property Maintenance (Housing), Proactive Housing and Third Party inspections. This includes Program Codes (4000, 3010, 3080, 3095)	Daily Service
5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)			
Administrative Services	Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications	Responsible for providing support to DCRA's operations, including Customer Service, Information Technology, HR, Legal, Communications, General Counsel and Contracting and Procurement. This includes Program Codes (1000, 1010, 1015, 1020, 1030, 1040, 1055, 1060, 1070, 1080, 1085, 1090)	Daily Service

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - Business, Occupational, and Professional Licensing, Corporations, and Compliance (13 Measures)			
Number of weighing and measuring devices approved	7720	6980	6809
Number of corporate entities registered	16,103	17,619	18,688
Number of business compliance surveys conducted	4010	1628	316
Number of business licenses renewed	17,098	22,218	20,591
Number of Consumer Protection investigations conducted	584	4324	4194
Number of business licenses issued	23,413	34,145	31,438
Number of professional licenses issued	10,801	10,406	11,108
Number of professional licenses renewed	16,745	34,778	28,234
Number of customers serviced by the Small Business Resource Center (SBRC)	2473	2414	2442
Number of elevator certificates issued	4245	3337	4602
Number of other corporate filings registered	12,648	67,029	68,582
Number of applications submitted for new business licenses	11,380	11,464	11,365
Number of special events issued	123	99	111
2 - Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (6 Measures)			
Number of permits issued	49,965	53,614	59,814
Number of Certificates of Occupancy issued	3316	3483	3273
Number of plats processed with expedited service	2714	2901	3004
Number of Sub-Divisions processed	400	415	392
Number of plats prepared	11,431	6142	6049
Number of addresses issued	320	368	262
3 - Office of Civil Infractions, Vacant Property, and Abatement (6 Measures)			
Number of infraction notices issued	2022	1868	2799
Number of buildings abated	2132	1104	821

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of vacant buildings surveyed	6588	7284	7569
Vacant lots inspected	183	371	432
Number of vacant lots abated	50	95	96
Number of liens issued	175	75	1029
4 - Illegal Construction, Property Maintenance and Permit-based Inspections (7 Measures)			
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters)	225	423	419
Number of housing inspections conducted	11,510	12,226	7561
Number of illegal constructions inspections conducted	2584	2189	2850
Number of proactive inspections conducted	4252	3171	4618
Number of quality control inspections performed on third party inspections	514	535	427
Number of permit construction inspections conducted	22,248	24,290	25,481
Number of Inspections Conducted	New in 2020	New in 2020	New in 2020
5 - Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications (1 Measure)			
Number of records requests completed by the Records Team	New in 2020	New in 2020	New in 2020

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Business, Occupational, and Professional Licensing, Corporations, and Compliance (3 Strategic initiatives)		
Establish the business and enforcement functions to implement the Short-Term Rental Regulation Act of 2017.	In 2019, the District of Columbia Council voted and approved new licensing requirements for short-term rentals in the District. In FY2020, DCRA will start the rulemaking process, establish the licensing and enforcement policies and processes for short term rentals, and conduct outreach campaign to broadly communicate this initiative. The agency will also hire for the necessary positions to implement the program and ensure compliance with the Short-Term Rental Regulation Act of 2017. In addition, DCRA will conduct outreach campaign to broadly communicate this initiative.	09-30-2020
DC Business Portal Expansion	DCRA will expand the DC Business Portal to serve as a customer friendly true one-stop shop for citywide compliance functions, including licensing, inspections, and registrations for different business units within DCRA as well as a variety of District Government entities. This online and mobile portal will easily provide information for customers, allow for payments to be completed online and support the creation of wizards to provide compliance guidance to businesses. This is a multi-year project, in FY 20 DCRA will implement single sign-on for customers to apply for business registration and licensing as well as continue to enhance the portal to improve the user-experience. This will allow customers to only need one user-name and password to access multiple applications within DCRA. DCRA will also conduct outreach campaign to broadly communicate this initiative.	09-30-2020
Launch online Continuing Education (CE) training to the licensed professionals	Currently, DCRA's Occupational and Professional Licensing Division offers in-person Continuing Education (CE) training opportunities to the Real Estate Professionals and Real Estate Appraisers and the capacity is often limited to the venue location. In FY 2020, DCRA will provide CE training online and expand training offerings to other professional license categories that are eligible to receive free CEs. These categories will include Real Estate Professionals and Real Estate Appraisers, Barbers and Cosmetologists, Funeral Directors, Professional Engineers and Land Surveyors. This initiative will allow the licensed professional to take their CE training to maintain their professional license at the comfort of their own home or other locations, at any time. DCRA will conduct an outreach campaign to ensure broad awareness of this initiative.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Human Resources, Fleet Management, Information Technology, Records, Customer Service, Legal, and Communications (1 Strategic Initiative)		
Digitize recent and historic records for transparency, operational efficiencies and better customer service.	In FY2020, DCRA will expand document digitization effort to help the agency to make additional documents online. This will help comply with the agency's retention schedule, speeds up record retrieval time with better indexing for internal and external customers, and provide much needed additional office space for staff after the effort. Further, this will increase the availability of agency records to be immediately accessible for customers, upon request. By the end of FY 2020, DCRA will digitize a minimum of 500,000 pages of documents.	09-30-2020
Illegal Construction, Property Maintenance and Permit-based Inspections (3 Strategic initiatives)		
Pilot Technologies or Algorithms to Improve Outcomes for Customers	In FY2020, DCRA will pilot innovative technologies or algorithms to improve operational efficiency and/or outcomes for customers. DCRA will explore and implement a new algorithm to include risk base factor(s) for the proactive inspection program to conduct proactive inspections in the District.	09-30-2020
Implement a Risk-Based Internal Audit Program	In FY2020, DCRA will implement a risk-based internal audit program. The program aims to not only improve the agency's audit readiness, operational efficiency, and mitigate risks in a timely manner but also innovate by integrating predictive analytics and IT solution(s) into the audit process to make it more efficient and cost effective.	09-30-2020
Establish a digital marketplace to connect inspection services with customers	In FY 2020, DCRA will establish a digital marketplace that will connect inspectors with residents, businesses and other parties seeking inspection services from post-permit approval stages through scheduling and completion. The marketplace will provide inspection services that are accessible via both web and mobile platforms with direct feeds from other DCRA systems. DCRA will conduct an outreach campaign to ensure broad awareness of this initiative.	09-30-2020
Office of Civil Infractions, Vacant Property, and Abatement (2 Strategic initiatives)		
Improve Vacant Building inspection response time on excessive vegetation, excessive debris, and open and accessible service requests	In FY 2020, DCRA will decrease the timeline for DCRA to conduct inspections on Vacant Building Service requests for excessive vegetation, excessive debris, and open and accessible service requests from 38 to 10 business days from date of complaint receipt. DCRA will do so by streamlining the business processes, data integration between systems, system automation and system enhancements. DCRA will conduct an outreach campaign, with an emphasis on Wards 7 and 8, to ensure broad awareness of this initiative.	09-30-2020
Continue to strengthen and enhance the payment collection and tracking for all fines, special tax assessments, and liens	In FY 2020, DCRA will continue to strengthen and enhance the payment collection and tracking for all fines, special tax assessments, and liens. This includes DCRA's timely communication of debts owed to the District to the Office of Tax and Revenue (OTR) Collection Division to be reported to the District's Clean Hands Program. For added customer convenience, DCRA will launch an online payment portal which will support online payments including credit card payments. DCRA will also initiate the rulemaking process to allow credit card payment method to be accepted for fines, special tax assessments and liens. The online payment portal will enable DCRA to be more easily track payments that are made; in addition to outstanding fines, special tax assessments and liens. Further, DCRA will continue to coordinate with the Office of the Chief Financial Officer (OCFO) to support debt collection activities.	09-30-2020
Plan Review, Permit Issuance, Permit Center, Surveyor, and Green Building (3 Strategic initiatives)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Improve customer experience with inspection checklist notification	In FY 2020, DCRA will create and enhance the permitting application to provide the permit applicants at the time of permit issuance a checklist identifying all inspections that must be completed under the scope of their building permit. This will provide a clear understanding and expectation to the permit holders about their required inspections under the code(s). DCRA will conduct an outreach campaign to ensure broad awareness of this initiative.	09-30-2020
Modernizing information systems and processes in a multi-year project	As part of the digital transformation for DCRA, DCRA is modernizing its systems and processes over a multi-year project for IT Modernization. During this initiative, DCRA will improve the data architecture, governance and infrastructure to streamline agency business functions and improve customer experiences. In FY 2020, we will enhance our data architecture to provide predictive analysis and improved data governance. This will include the implementation of a unified and robust central data analytics and governance platform which will improve data integrity and normalization across the core DCRA systems.	09-30-2020
Launch Online Certificate of Occupancy Application	As part of DCRA's digital transformation effort, DCRA will launch the Certificate of Occupancy application process online, enabling the customers to submit their applications and receive their Certificate of Occupancy upon approval at the comfort of their own residential, business or other locations without making trips to DCRA. DCRA will conduct an outreach campaign to ensure broad awareness of this initiative.	09-30-2020