

GOVERNMENT OF THE DISTRICT OF COLUMBIA



OFFICE OF ZONING

February 14, 2020

Via E-Mail and Delivery

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

Dear Chairman Mendelson:

In response to the Committee of the Whole’s Performance Oversight preliminary questions dated January 22, 2020, related to the Office of Zoning (OZ), I respectfully submit the following information:

- 1. Please provide, as an attachment to your answers, a current organizational chart for your agency with the number of vacant and filled 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 A**.

- 2. Please provide, as an attachment, a Schedule A for your agency which identifies all employees by title/position, current salary, fringe benefits, and program office as of February 1, 2020. The Schedule A also should indicate any vacant positions in the agency. Please do not include Social Security numbers.

Please see **Attachment B**.

- 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 actual or projected date of return.

Name	Agency Detailed To	Reason for the Detail	Date Detail Began	Actual or Project Return Date
Alexandra Cain	OAG	In FY 2020, three FTE’s were transferred from OAG to OZ in the first step to move legal services into the agency. OZ	10/1/2019	When the full complement of attorneys is granted to the agency, these attorneys will return.
Paul Goldstein	OAG		10/1/2019	
Daniel Bassett	OAG		11/25/2019	

		detailed the employees back to OAG so the full compliment of attorneys can work together until such time as OZ is allotted an additional three attorneys.		
--	--	---	--	--

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/or bonus pay.

2019				
Name	Position Title	Salary	Overtime	Bonus Pay
Sara Bardin	Director	\$177,885	N/A	N/A
Clifford Moy	Secretary to the BZA	\$157,572	N/A	N/A
Sharon Schellin	Secretary to the ZC	\$135,216	N/A	N/A
Allison Myers	General Counsel	\$117,831	N/A	N/A

- (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/or bonus pay as of the date of your response.

2020				
Name	Position Title	Salary	Overtime	Bonus Pay
Sara Bardin	Director	\$183,221	N/A	N/A
Clifford Moy	Secretary to the BZA	\$162,300	N/A	N/A
Sharon Schellin	Secretary to the ZC	\$139,273	N/A	N/A
Allison Myers	General Counsel	\$125,415	N/A	N/A
Paul Goldstein	Attorney Advisor	\$126,211	N/A	N/A

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.

OZ does not have any overtime earners.

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.

Bonus/Special Pay		
Name	Amount Received	Reason for Pay
Elaine Booth	\$10,000	• Employee retired after 40 years with the District Government.
Ndifon Abung	\$3,000	• for performance accomplishments related to assigned job tasks in a manner that significantly exceeds satisfactory performance requirements for the employee's official position;

		<ul style="list-style-type: none"> <li>contributed to the success of the agency and the District government in meeting their performance goals for the fiscal year; and which has</li> <li>saved the agency money.</li> </ul>
--	--	---

7. *For fiscal year 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.*

OZ did not have any employees separated from the agency in FY 2019 or 2020.

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

OZ did not have any employees who received worker's compensation in fiscal years 2018, 2019 or 2020.

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).*

OZ did not have any employees on administrative leave in fiscal years 2019 or 2020.

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-Districts - BJO as the Buyer			
Seller Agency	Date	Amount	Description
Office of the Attorney General (OAG)	1/8/2019	\$306,777.00	Legal Support
Office of Contracting and Procurement	10/1/2018	\$30,000.00	PCARD
Office of the Chief Technology Officer (OCTO)	11/28/2018	\$500.00	RTS Advance
Department of Human Resources (DCHR)	5/31/2019	\$5,000.00	HR Services/Support
Office of Finance & Resource Management (OFRM)	9/30/2019	\$39,092.10	RTS Advance
Office of the Chief Technology Officer (OCTO)	3/31/2019	\$4,566.42	Microsoft Office 365 Enterprise E1 and E3 step-up license

FY 2019 Intra-Districts - BJO as the Seller			
Funding Agency	Date	Amount	Description
Office of Planning (BD0)	10/1/2018	\$18,687.50	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings.
FY 2020 Intra-Districts - BJO as the Buyer			
Seller Agency	Date	Amount	Description
Office of Contracting and Procurement	10/1/2019	\$30,000.00	PCARD
Office of Finance & Resource Management (OFRM)	10/1/2019	\$1,100.00	RTS Advance
Department of Human Resources (DCHR)	12/21/2018	TBD	HR Services/Support
FY 2020 Intra-Districts - BJO as the Seller			
Funding Agency	Date	Amount	Description
Office of Planning (BD0)	10/1/2019	\$24,000.00	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings.

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.

Reprogrammings Into/Out of the Agency			
FY 2019 Original Budget			
Reason	Amount	From	To
None			
FY 2019 Revised Budget			

Reprogrammings Into/Out of the Agency			
FY 2020 Original Budget			
Reason	Amount	From	To
None			
FY 2020 Revised Budget			

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

OZ has not reprogrammed any funds thus far in FY 2020.

13. For fiscal years 2019 and 2020 (through February 10), please identify any special purpose revenue funds maintained by, used by, or available for use by your agency. For each fund identified, provide: (1) the revenue source name and code; (2) the source of funding; (3) a description of the program that generates the funds; (4) the amount of funds generated annually by each source or program; and (5) expenditures of funds, including the purpose of each expenditure. For (4) and (5) provide specific data for fiscal years 2018, 2019, and 2020 (as of January 31) 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.

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

14. Please provide a table showing your agency Council-approved original budget, revised budget (after reprogrammings, 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.

Object		FY18		FY19		FY20	
Class	Description	Approved Budget	Revised Budget	Approved Budget	Revised Budget	Approved Budget	Revised Budget
<b>Personal Services:</b>							
11	Salaries - Continuing Full-Time	\$1,817,729	\$1,745,443	\$1,823,660	\$1,823,660	\$2,254,306	\$2,254,306
12	Salaries - Term	\$0	\$0	\$0	\$0	\$0	\$0
13	Additional Gross Pay	\$0	\$0	\$0	\$0	\$0	\$0
14	Fringe Benefits	\$387,176	\$378,169	\$386,616	\$386,616	\$484,676	\$484,676
15	Overtime	\$0	\$0	\$0	\$0	\$0	\$0
	<b>Total Personnel Services</b>	<b>\$2,204,905</b>	<b>\$2,123,612</b>	<b>\$2,210,276</b>	<b>\$2,210,276</b>	<b>\$2,738,982</b>	<b>\$2,738,982</b>
<b>Non-Personal Services:</b>							
20	Supplies	\$35,000	\$35,000	\$30,000	\$30,000	\$25,000	\$25,000
31	Telecommunications	\$0	\$1,100			\$1,100	\$1,100
40	Other Services	\$507,691	\$506,591	\$507,691	\$507,691	\$177,292	\$177,292
41	Contractual Services	\$291,683	\$291,683	\$368,614	\$438,614	\$338,614	\$338,614
70	Equipment	\$30,000	\$60,000	\$0	\$30,000	\$30,000	\$30,000
	<b>Total Non-Personnel Services</b>	<b>\$864,374</b>	<b>\$894,374</b>	<b>\$906,305</b>	<b>\$1,006,305</b>	<b>\$572,007</b>	<b>\$572,007</b>
40	<b>Intra-District Fund - 0700</b>	<b>\$24,000</b>	<b>\$24,000</b>	<b>\$24,000</b>	<b>\$24,000</b>	<b>\$24,000</b>	<b>\$24,000</b>
	<b>Total Budget</b>	<b>\$3,093,279</b>	<b>\$3,041,986</b>	<b>\$3,140,580</b>	<b>\$3,240,580</b>	<b>\$3,334,989</b>	<b>\$3,334,989</b>
<b>NOTES:</b>							
	The difference in budget reflects the 3 FTEs transferred to OZ from OAG.						
	The difference in budget reflects shift of funds used for the legal services MOU to PS to support the new FTEs.						

	The difference in budget reflects \$100,000 that was allotted to OZ to study short-term rentals.
	The difference in budget reflects the reprogramming of \$30,000 that was erroneously deducted from Object Class 70 and added to Object Class 41.

Class	Object Description	FY18			FY19		
		Revised Budget	Obligations	Available Budget	Revised Budget	Obligations	Available Budget
<b>Personal Services:</b>							
11	Salaries - Continuing Full-Time	\$1,745,443	\$1,779,936	-\$34,494	\$1,823,660	\$1,729,560	\$94,100
12	Salaries - Term	\$0	\$0	\$0	\$0	\$58,850	-\$58,850
13	Additional Gross Pay	\$0	\$0	\$0	\$0	\$41,544	-\$41,544
14	Fringe Benefits	\$378,169	\$372,221	\$5,948	\$386,616	\$358,381	\$28,235
15	Overtime	\$0	\$131	-\$131	\$0	\$0	\$0
	<b>Total Personnel Services</b>	<b>\$2,123,612</b>	<b>\$2,152,288</b>	<b>-\$28,676</b>	<b>\$2,210,276</b>	<b>\$2,188,334</b>	<b>\$21,942</b>
<b>Non-Personal Services:</b>							
20	Supplies	\$35,000	\$30,089	\$4,911	\$30,000	\$17,231	\$12,769
31	Telecommunications	\$1,100	\$851	\$249		\$39,592	-\$39,592
40	Other Services	\$506,591	\$373,543	\$133,048	\$507,691	\$333,005	\$174,685
41	Contractual Services	\$291,683	\$241,339	\$50,345	\$438,614	\$284,264	\$154,350
70	Equipment	\$60,000	\$56,825	\$3,175	\$30,000	\$19,920	\$10,080
	<b>Total Non-Personnel Services</b>	<b>\$894,374</b>	<b>\$702,646</b>	<b>\$191,728</b>	<b>\$1,006,305</b>	<b>\$694,012</b>	<b>\$312,293</b>
40	<b>Intra-District Fund - 0700</b>	<b>\$24,000</b>	<b>\$15,756</b>	<b>\$8,244</b>	<b>\$24,000</b>	<b>\$18,688</b>	<b>\$5,313</b>
	<b>Total Budget</b>	<b>\$3,041,986</b>	<b>\$2,870,690</b>	<b>\$171,295</b>	<b>\$3,240,580</b>	<b>\$2,901,033</b>	<b>\$339,547</b>

**NOTES:**

At the end of fiscal year FY 2019 the remaining funds reflect:

- \$100,000 that was given to OZ to perform a Short-Term Rental study (the study was not conducted)
- Funds remaining from stipends.
- Funds from a contract that were not expended because a consultant was unable to work.
- Funds left over from OAG MOU.

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.

2019			
Agency	Service	Date Entered	Date Terminated
Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings.	10/01/2018	09/30/2019
Office of the Attorney General	To provide legal support to the Office of Zoning, Zoning Commission, and Board of Zoning Adjustment.	10/01/2018	09/30/2019
Office of the Chief Technology Officer	Microsoft Office 365 Enterprise license	10/01/2018	09/30/2019

2020			
Agency	Service	Date Entered	Date Terminated
Office of Planning	Provide audio/visual support for Historic Preservation Review Board (HPRB) Hearings.	10/01/2019	09/30/2020
Office of the Attorney General	To reassign three FTEs to OAG.	10/01/2019	09/30/2020
DCHR	To provide personnel services for the Office of Zoning.	10/01/2019	09/30/2020
Office of the Chief Technology Officer	Microsoft Office 365 Enterprise license/Tableau License	10/01/2019	09/30/2020

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, including the "Form B" for all District agencies (See D.C. Code § 47-318.05a). In order to help the Committee to 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.*

OZ has no budget enhancement requests in FY 2018, FY 2019 or FY 2020.

17. *Please list all currently open capital projects for 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.*

### **Description**

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

### **Progress Assessment**

The capital project remains ongoing. OZ has built IZIS, the new Zoning Map, and the Zoning Handbook; however, it continues to make enhancements to IZIS, the Zoning Map, and the Zoning Handbook to make the most up-to-date information readily available to the public.

### **Funding:**

Project No	Approp No	Budget	Allotments	Expenditures	Encumbrances	Lifetime Balance
JM102C	70561	\$1,557,908	\$1,192,000	\$851,298	\$200,944	\$505,664

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.*

Not Applicable

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).*

Not Applicable

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

**Advisory Neighborhood Commission Great Weight** - Office of the District of Columbia Auditor is performing an audit of the D.C. Code provisions that require that the views of Advisory Neighborhood Commissions be given “great weight” in government decisions.

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.*

OZ has not had any grievances filed by labor unions in the years listed above.

21. *(a) Please describe the agency’s procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees.*

- (b) If different, please describe the agency’s procedures for investigating allegations of misconduct.*

OZ follows the Mayor’s Sexual Harassment Policy, Guidance and Procedures (Mayor’s Order 2017-313) as a guideline to investigate allegations of sexual harassment or misconduct committed by or against its employees. (Sections 422(2), (3), and (11) of the District of Columbia Home Rule Act, 87 Stat. 790; Pub. L. No. 93-198, D.C. Official Code § 1-204.22(2), (3), and (11) (2016 Repl.), and the District of Columbia Human Rights Act of 1977, D.C. Law 2-38, D.C. Official Code §§ 2-1401.01 et seq. (2016 Repl.)



### **Agency Review and Investigation of Reported Claims**

- Any supervisor or manager who receives a complaint or concern regarding sexual harassment or inappropriate conduct must take immediate steps to notify the Sexual Harassment Officer, who will ensure that an investigation is conducted and take other appropriate action. Any such effort shall be documented.
- Where there is an allegation of criminal misconduct, including for example, sexual assault, kidnapping, stalking, and threats to do bodily harm, the agency may, after consulting its General Counsel, place the victim and/or the alleged harasser on administrative leave with pay pending final administrative resolution of the complaint or any criminal proceeding. The complainant at his or her choice may report the alleged criminal violation to a law enforcement agency, including the Metropolitan Police Department (MPD). Where either the agency or an appropriate law enforcement officer determines that a criminal violation occurred, the agency shall recommend discipline of the perpetrator up to, and including, termination.
- When an allegation of sexual harassment is reported, including allegations of criminal conduct, the agency shall notify the agency's General Counsel, who in turn must notify Mayor's Office of Legal Counsel (MOLC) of the allegation.
- Allegations of sexual harassment shall be investigated and resolved as soon as practicable, but no later than sixty (60) days after reporting. The agency or office investigating the charges must provide the employee and the alleged harasser with a written notification of its findings and conclusions after the sixty (60) day period, and shall convey the same to MOLC.
- The agency shall also require that any employee found to have engaged in inappropriate conduct who is not terminated must attend mandatory sexual harassment training within sixty (60) days of receipt of the findings. Such training is supplemental to any disciplinary actions and must occur even if the employee recently received training.
- The agency shall also remind complainants of sexual assault or other possible crimes of the existence of the DC Victim Hotline. The Hotline, 1-844-443-5732, is available 24/7 by telephone, text or online chat to seamlessly connect victims of crime to free resources to help them navigate the physical, financial, legal, and emotional repercussions of crime. In particular, through the Hotline, victims may be matched with an advocate who can help them decide whether to pursue a matter through the criminal justice process.

*(b) List and describe each allegation received by the agency in FY 2019 and FY 2020, to date, and the resolution of each as of the date of your answer.*

OZ has received no complaints in FY 2019 and FY 2020.

22. In table format, please list the following for fiscal years 2019 and 2020 (through January 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 spent (by person and for the agency).

Fiscal Year	Card Holder	Title	Purchase Limit		Total Spent
			Individual/Daily	Monthly	
2019	Zelalem Hill	Special Assistant	\$2,500 for services \$5,000.00 for goods	\$20,000.00	\$23,938.02
2020	Zelalem Hill	Special Assistant	\$2,500 for service \$5,000.00 for goods	\$20,000.00	\$8,854.71

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 Procurements Over \$10,000		
Vendor	Amount Expended in 2019	Business Purpose
OST, INC.	\$264,359.53	Website and IZIS Development and Maintenance
Blue Raster, LLC	\$99,994.00	Map Development and Maintenance
Neal Gross	\$71,757.94	Court Reporting
Earthchannel Communications, Inc.	\$11,920.00	Video-streaming

FY 2020 Procurements Over \$10,000		
Vendor	Amount Obligated in 2020	Business Purpose
OST, INC.	\$241,270.33	Website and IZIS Development and Maintenance
Blue Raster LLC	\$99,94.00	Map Development and Maintenance
Neal R. Gross, Inc. (Local)	\$70,720.00	Court Reporting
Earthchannel Communications, Inc.	\$11,920.00	Video-streaming
enCodePlus, LLC	\$20,500.00	eCode Software

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

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

*(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.*

2019			
Phone Holder	Title	Annual Expense	Justification
Zelalem Hill	Special Assistant	\$588.60	Requirement to answer emails 24/7 for time sensitive matters and to be available for contact after office hours.
Ndifon Abung	IT Specialist	\$588.60	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network.
Adrienne Carter	IZIS Program Manager	\$588.60	Requirement to be available on a 24/7 basis for the purpose of maintaining the IZIS.
2020			
Phone Holder	Title	Annual Expense	Justification
Ndifon Abung	IT Specialist	\$588.60	Requirement to be available on a 24/7 basis for the purpose of maintaining the IT network.
Adrienne Carter	IZIS Program Manager	\$588.60	Requirement to be available on a 24/7 basis for the purpose of maintaining the IZIS.

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.*

OZ does not have or use a government vehicle.

*(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.*

Not Applicable

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.*

States v. District of Columbia (Civil Action No. 18-1652) before the U.S. District Court of the District of Columbia.

- The complaint was filed on 7/13/18 and the case was dismissed on 1/23/19.
- This case challenged the Board's actions as a due process violation under the 5th Amendment, so it was filed with the federal trial court (U.S. District Court for D.C.). It was dismissed by the judge before it went to trial.

27. *D.C. Law requires the Mayor to pay certain settlements 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.*

Not Applicable

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?*

OZ does not have or use a chauffeur, take-home vehicles, or the use of SUVs. OZ is in full compliance.

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

Not Applicable

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; (2) individuals (by name and title/position) authorized to travel 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).*

Not Applicable

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, the date on which he or she first started with your agency, and the date on which his or her current term expires.*

WAE		Term		Contract
0		1		0
Name	Title	Length of Term	Date Started	Date Term Expires
Robert Reid	Zoning Specialist	13 months	1/06/2019	2/5/2020

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

OZ is very proud of actions it has taken to ensure that zoning processes are very transparent to the public. OZ will continue to expand on the information already available 24/7 to the public. Along with the tremendous amount of searchable information that is available on its website, OZ also provides the following services and information that enhance agency transparency:

1. IZIS – Interactive Zoning Information System
  - a. All case documents for all ZC and BZA case types, including PUDs, map amendments, appeals, rulemakings, time extensions of approved PUDs, minor modifications of approved PUDs, campus plans, special exceptions, variances, and foreign mission cases.
  - b. Case information for all case types (i.e., status, relief, action, order, transcripts, etc.).
2. Official Electronic Zoning Map
  - a. Zone district information.
  - b. Case information (i.e., orders, relief, and locations for closed cases).
  - c. Links to the Zoning Handbooks that contains additional information.
3. Zoning Regulations
4. All ZC and BZA Orders
5. All ZC and BZA Transcripts since 1997
6. ZC and BZA Calendar with Hearing and Meeting Schedules
7. Live Webcast of All Hearings and Meetings
8. Video on Demand Hearings and Meetings dating back to 2006

In addition, pursuant to the Open Meetings Act, OZ has made every effort to be in compliance with Open Meetings requirements, including announcing, noticing, and voting on all closed meetings for the purpose of seeking legal advice from counsel and deliberating upon, but not deciding cases scheduled for decision, pursuant to §§ 405(b)(4) and 405 (b)(13) of the District of Columbia Administrative Procedure Act (“Act”). Further, in accordance with § 408 of the Act, OZ maintains a recorded archive of all such meetings.

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

In FY 2020 and beyond, OZ will continue to strive to make all of its services and information available to the public. A few initiatives that OZ will be working on in FY 2020 and beyond are:

- Commenting module for all rulemaking cases;
- Calendar app to highlight comment periods;
- Automatic notifications to alert ANCs on newly filed cases; and
- Enhancements to existing systems.

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

Not applicable

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

OZ is unaware of any statutory or regulatory impediments to its operations at this time.

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 fiscal years 2018, 2019, and 2020 as stated in the reports.*

As shown in the FY19 data, of the 68 requests received, 71% (48 requests) of the FOIA requests received by DCOZ were referred, in whole or in part, to another public body. In practice, this occurs frequently because individuals submit FOIA requests to DCOZ seeking information regarding building permits, certificates of occupancy, zoning compliance actions, or environmental hazards, for which DCOZ keeps no relevant records. These requests are referred to the appropriate agency, which is most often the Department of Consumer and Regulatory Affairs or to the Department of Energy and Environment.

In addition, much of the zoning information sought by FOIA request in FY 2019 was publicly available and therefore did not require the release of internal records. For these requests, DCOZ provided a response to the individual that indicated where the information sought can be found and, when possible, provided links to the relevant DCOZ tool or resource. Most often, the information sought could be found in the Official Zoning Map, the Interactive Zoning Information System, or the Zoning Regulations. As a result, requests seeking only public information are included in the "Other disposition category."

DCOZ strives to respond to FOIA requests expeditiously and has processed all requests in FY19 within 15 days, with the average response time being 2 days. (see **Attachment C**).

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	Adjusted Expendable Budget	Amount Spent with SBEs	Percentage Spent with SBEs	CBE Spending Goal Per opportunities Guide
FY 2018	\$323,664.87	\$184,661.99	57%	\$210,342.00
FY 2019	\$207,369.08	\$134,574.47	65%	\$135,664.00
FY 2020	\$283,162.00	-	-	\$141,581.00

Fiscal Year	Amount Spent with CBEs	Percentage Spent with CBEs	Number of CBE Waivers Submitted	Waiver Dollar Amount	Efforts to reduce Waivers
FY 2018	-	-	1	\$278,715	Whenever possible, OZ made every effort to spend all expendable dollars with CSBEs before contracting with non-CSBE entities.
FY 2019	-	-	0	-	-
FY 2020	-	-	0	-	-

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 **Attachment D**.

38. (a) What are your agency's key performance indicators and what has been your agency's performance (for each of these KPIs) in fiscal year (or calendar year) 2018, 2019, and 2020 (through the first quarter).

Measure	FY2018 Actual	FY2019 Actual	FY2020 1st Qtr
Percent of zoning certifications completed within 5 business days	100%	100%	100%
Percent of BZA summary orders issued within 10 business days	100%	99.6%	100%
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	99.5%	77.2%	98.5%
Percentage of website inquiries responded to within 24 hours	93%	90.6%	90.9%

Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order	100%	100%	42.9%
Percent of webstreamed video of ZC and BZA hearings and meetings that are posted to OZ's website with 48 hours of recording	100%	100%	100%

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

No KPIs were changed or dropped since FY2018.

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.*

**1. Providing service to the Zoning Commission and Board of Zoning Adjustment**

The mission of OZ is to provide administrative, professional, and technical assistance to the Zoning Commission (ZC) and the Board of Zoning Adjustment (BZA) in support of their oversight and adjudication of zoning matters in the District of Columbia. OZ administers the zoning application processes for the ZC and BZA. The agency reviews and accepts applications, schedules hearings to determine whether cases meet specified zoning criteria, schedules meetings to make determinations with respect to pending applications, and issues legal orders. It is the top priority of OZ to provide the highest level of assistance to the ZC and BZA.

**2. Interactive Zoning Information System**

OZ is working to improve the internal and external IZIS workflows to allow for increased efficiency in the processing to cases. OZ is developing workflows that will allow employees to see process information at a glance. In addition, OZ is overhauling the external user interface to facilitate the filing of cases and documents into the case record. Much like a Turbo Tax user-interface, the new intake pages will walk you through filing an application in an intuitive, user friendly way.

**3. Zoning Map**

OZ is working to develop new upgrades to the Zoning Map in an effort to provide added information to the public. Some of the upgrades will include adding new data sets for Map Amendment cases; adding increased PUD information, including project FAR, total units, affordable units, public benefits; and adding 2D developments standards. The updates will enhance the Zoning Map user experience by providing additional pertinent zoning information.



#### **4. Public Outreach**

Public outreach remains one of the biggest priorities for OZ. OZ will spearhead targeted outreach to the ANCs again this fiscal year. This training will be focused on teaching the public how to access and use the regulations, map, and handbook and will outline the main changes from the previous regulations.

#### **5. Customer Service to the Public**

Transparency, education, innovation, and responsiveness are the cornerstones of OZ's customer service mission. For more than a decade, OZ has strived to find new and innovative ways to improve the delivery of service and information to its customers. OZ has worked very hard to make its operations and services transparent and easily accessible. While these efforts have been applauded by the community, we will not stand on our laurels. In addition, OZ remains steadfast in its commitment to answering telephone inquiries and emails within 24 hours or the next business day.

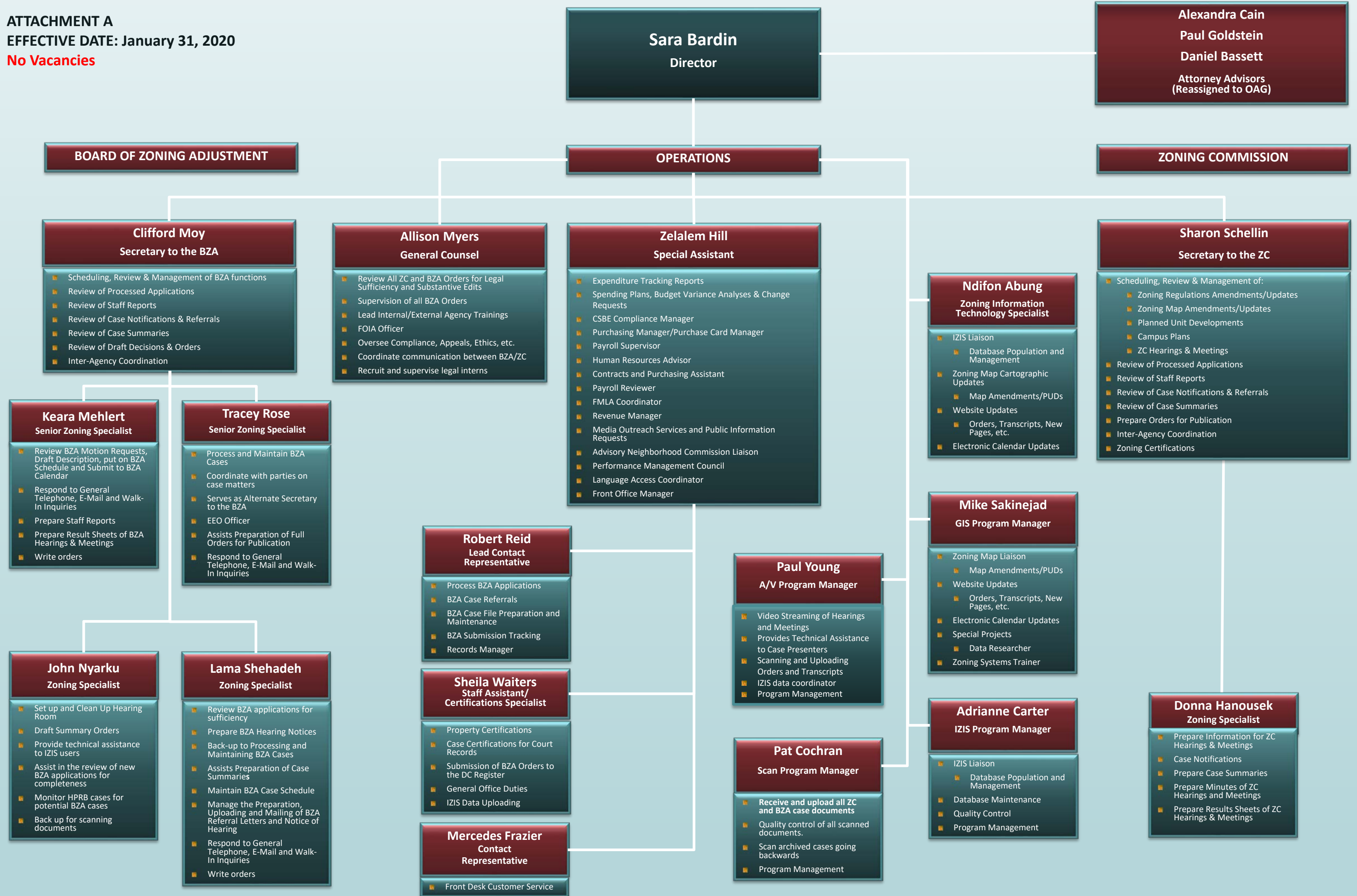
If you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,



Sara A. Bardin  
Director

Enclosure: Attachment A – Organizational Chart  
Attachment B – Schedule A  
Attachment C – FY 2019 FOIA Report  
Attachment D – FY 2020 OZ Performance Plan



**Sara Bardin**  
Director

**Alexandra Cain**  
**Paul Goldstein**  
**Daniel Bassett**  
Attorney Advisors  
(Reassigned to OAG)

**BOARD OF ZONING ADJUSTMENT**

**OPERATIONS**

**ZONING COMMISSION**

**Clifford Moy**  
Secretary to the BZA

- Scheduling, Review & Management of BZA functions
- Review of Processed Applications
- Review of Staff Reports
- Review of Case Notifications & Referrals
- Review of Case Summaries
- Review of Draft Decisions & Orders
- Inter-Agency Coordination

**Allison Myers**  
General Counsel

- Review All ZC and BZA Orders for Legal Sufficiency and Substantive Edits
- Supervision of all BZA Orders
- Lead Internal/External Agency Trainings
- FOIA Officer
- Oversee Compliance, Appeals, Ethics, etc.
- Coordinate communication between BZA/ZC
- Recruit and supervise legal interns

**Zelalem Hill**  
Special Assistant

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

**Sharon Schellin**  
Secretary to the ZC

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

**Keara Mehlert**  
Senior Zoning Specialist

- Review BZA Motion Requests, Draft Description, put on BZA Schedule and Submit to BZA Calendar
- Respond to General Telephone, E-Mail and Walk-In Inquiries
- Prepare Staff Reports
- Prepare Result Sheets of BZA Hearings & Meetings
- Write orders

**Tracey Rose**  
Senior Zoning Specialist

- Process and Maintain BZA Cases
- Coordinate with parties on case matters
- Serves as Alternate Secretary to the BZA
- EEO Officer
- Assists Preparation of Full Orders for Publication
- Respond to General Telephone, E-Mail and Walk-In Inquiries

**John Nyarku**  
Zoning Specialist

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

**Lama Shehadeh**  
Zoning Specialist

- Review BZA applications for sufficiency
- Prepare BZA Hearing Notices
- Back-up to Processing and Maintaining BZA Cases
- Assists Preparation of Case Summaries
- Maintain BZA Case Schedule
- Manage the Preparation, Uploading and Mailing of BZA Referral Letters and Notice of Hearing
- Respond to General Telephone, E-Mail and Walk-In Inquiries
- Write orders

**Robert Reid**  
Lead Contact Representative

- Process BZA Applications
- BZA Case Referrals
- BZA Case File Preparation and Maintenance
- BZA Submission Tracking
- Records Manager

**Sheila Waiters**  
Staff Assistant/  
Certifications Specialist

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

**Mercedes Frazier**  
Contact Representative

- Front Desk Customer Service

**Paul Young**  
A/V Program Manager

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

**Pat Cochran**  
Scan Program Manager

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

**Ndifon Abung**  
Zoning Information Technology Specialist

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

**Mike Sakinejad**  
GIS Program Manager

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

**Adrienne Carter**  
IZIS Program Manager

- IZIS Liaison
- Database Population and Management
- Database Maintenance
- Quality Control
- Program Management

**Donna Hanousek**  
Zoning Specialist

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

**ATTACHMENT B**  
OFFICE OF ZONING  
FY 2020 SCHEDULE A  
as of 2/1/2020

Position Number	Title	Vac Stat	FTE	Pgm Code	Grade	Step	FTE x Dist %	Salary	Fringe 21.5%	Salary x Dist %	Fringe x Dist %	Total Comp
<b>AGENCY MANAGEMENT PROGRAM</b>												
00085121	Special Assistant	F	0.25	1010	13	7	25%	104,569	22,482	26,142	5,621	31,763
			<b>0.25</b>	<b>1010 Personnel Total</b>						<b>26,142</b>	<b>5,621</b>	<b>31,763</b>
00085121	Special Assistant	F	0.25	1020	13	7	25%	104,569	22,482	26,142	5,621	31,763
			<b>0.25</b>	<b>1020 Contracting and Procurement Total</b>						<b>26,142</b>	<b>5,621</b>	<b>31,763</b>
00039850	Information Technology Spec	F	0.50	1040	13	10	50%	122,227	26,279	61,114	13,139	74,253
00091991	Information Technology Special	F	0.50	1040	12	3	50%	87,440	18,800	43,720	9,400	53,120
			<b>1.00</b>	<b>1040 Information Technology Total</b>						<b>104,834</b>	<b>22,539</b>	<b>127,373</b>
00075244	DIRECTOR	F	0.25	1050	10	0	25%	183,222	39,393	45,805	9,848	55,654
00085121	Special Assistant	F	0.25	1050	13	7	25%	104,569	22,482	26,142	5,621	31,763
			<b>0.50</b>	<b>1050 Financial Management Total</b>						<b>71,948</b>	<b>15,469</b>	<b>87,416</b>
00075244	DIRECTOR	F	0.25	1090	10	0	25%	183,222	39,393	45,805	9,848	55,654
00085121	Special Assistant	F	0.25	1090	13	7	25%	104,569	22,482	26,142	5,621	31,763
			<b>0.50</b>	<b>1090 Performance Management Total</b>						<b>71,948</b>	<b>15,469</b>	<b>87,416</b>
			<b>2.50</b>	<b>TOTAL AGENCY MANAGEMENT PROGRAM</b>						<b>301,013</b>	<b>64,718</b>	<b>365,731</b>
<b>ZONING SERVICES PROGRAM</b>												
00002798	SUPV ZONING SPEC	F	1.00	2010	15	0	100%	162,300	34,895	162,300	34,895	197,195
00008272	ZONING SPEC	F	1.00	2010	13	8	100%	116,145	24,971	116,145	24,971	141,116
00036011	ZONING SPEC	F	1.00	2010	13	9	100%	119,186	25,625	119,186	25,625	144,811
00099480	Data Coordinator (Zoning)	F	1.00	2010	12	2	100%	84,883	18,250	84,883	18,250	103,133
00097278	Attorney Advisor	F	1.00	2010	14	2	100%	125,415	26,964	125,415	26,964	152,379
00099241	Attorney Advisor	F	1.00	2010	12	2	100%	87,007	18,707	87,007	18,707	105,714
00099938	Attorney Advisor	F	1.00	2010	13	4	100%	110,144	23,681	110,144	23,681	133,825
00099243	Attorney Advisor	F	1.00	2010	14	3	100%	126,211	27,135	126,211	27,135	153,346
00039850	Information Technology Spec	F	0.50	2010	13	10	50%	122,227	26,279	61,114	13,139	74,253
00075244	DIRECTOR	F	0.50	2010	10	0	50%	183,222	39,393	91,611	19,696	111,307
00097783	Zoning Specialist	F	1.00	2010	12	1	100%	82,326	17,700	82,326	17,700	100,026
00085120	Zoning Specialist	F	1.00	2010	12	7	100%	97,668	20,999	97,668	20,999	118,667
00085123	Staff Assistant	F	0.75	2010	11	5	75%	75,094	16,145	56,321	12,109	68,429
00085124	SUPV ZONING SPEC	F	1.00	2010	15	0	100%	139,273	29,944	139,273	29,944	169,217
00097275	Zoning Specialist	F	1.00	2010	12	1	100%	82,326	17,700	82,326	17,700	100,026
00097520	Zoning Specialist	F	1.00	2010	12	1	100%	82,326	17,700	82,326	17,700	100,026
00092309	Contact Representative	F	1.00	2010	9	6	100%	64,050	13,771	64,050	13,771	77,821
			<b>15.75</b>	<b>2010 Zoning Services Total</b>						<b>1,688,305</b>	<b>362,986</b>	<b>2,051,291</b>
00091991	Information Technology Special	F	0.50	2030	12	3	50%	87,440	18,800	43,720	9,400	53,120
00092113	Audiovisual Production Spec	F	1.00	2030	11	3	100%	70,818	15,226	70,818	15,226	86,044
00092114	Program Support Specialist	F	1.00	2030	11	3	100%	70,818	15,226	70,818	15,226	86,044
			<b>2.50</b>	<b>2030 Information Management Total</b>						<b>185,356</b>	<b>39,852</b>	<b>225,208</b>
00085123	Staff Assistant	F	0.25	2040	11	5	25%	75,094	16,145	18,774	4,036	22,810
			<b>0.25</b>	<b>2040 Zoning Certifications Total</b>						<b>18,774</b>	<b>4,036</b>	<b>22,810</b>
			<b>18.50</b>	<b>TOTAL ZONING SERVICES PROGRAM</b>						<b>1,892,435</b>	<b>406,873</b>	<b>2,299,308</b>
			<b>21.00</b>	<b>Grand Total</b>					Sch A	<b>2,193,448</b>	<b>471,591</b>	<b>2,665,039</b>

**DC Office of Zoning**

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

**FOIA Officer Reporting Allison Myers, General Counsel**

<b>PROCESSING OF FOIA REQUESTS</b>
------------------------------------

1. Number of FOIA requests received during reporting period.....	68
2. Number of FOIA requests pending on October 1, 2018 .....	1
3. Number of FOIA requests pending on September 30, 2019 .....	1
4. The average number of days unfilled requests have been pending before each public body as of September 30, 2019 .....	3

<b>DISPOSITION OF FOIA REQUESTS</b>
-------------------------------------

5. Number of requests granted, in whole .....	4
6. Number of requests granted, in part, denied, in part.....	3
7. Number of requests denied, in whole.....	0
8. Number of requests withdrawn.....	2
9. Number of requests referred or forwarded to other publicbodies .....	48
10. Other disposition .....	11

<b>NUMBER OF REQUESTS THAT RELIED UPON EACH FOIA EXEMPTION</b>
--

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

**TIME-FRAMES FOR PROCESSING FOIA REQUESTS**

23. Number of FOIA requests processed within 15 days.....	68
24. Number of FOIA requests processed between 16 and 25 days.....	0
25. Number of FOIA requests processed in 26 days or more .....	0
26. Median number of days to process FOIA Requests.....	2

**RESOURCES ALLOCATED TO PROCESSING FOIA REQUESTS**

27. Number of staff hours devoted to processing FOIA requests .....	33
28. Total dollar amount expended by public body for processing FOIA requests.....	0

**FEES FOR PROCESSING FOIA REQUESTS**

29. Total amount of fees collected by public body .....	0
---	---

**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
---	---

**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].”

**See attached.**

**DC Office of Zoning**

---

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

**FOIA Officer Reporting Allison Myers, General Counsel**

**SUMMARY STATEMENT**

As shown in the FY19 data, a majority of FOIA requests received by DCOZ were referred, in whole or in part, to another public body. In practice, this occurs frequently because individuals submit FOIA requests to DCOZ seeking information regarding building permits, certificates of occupancy, zoning compliance actions, or environmental hazards, for which DCOZ keeps no relevant records. These requests are referred to the appropriate agency, which is most often the Department of Consumer and Regulatory Affairs or to the Department of Energy and Environment.

In addition, much of the zoning information sought by FOIA request in FY19 was publicly available and therefore did not require the release of internal records. For these requests, DCOZ provided a response to the individual that indicated where the information sought can be found and, when possible, provided links to the relevant DCOZ tool or resource. Most often, the information sought could be found in the Official Zoning Map, the Interactive Zoning Information System, or the Zoning Regulations. As a result, requests seeking only public information are included in the “Other disposition category.”

DCOZ strives to respond to FOIA requests expeditiously and has processed all requests in FY19 within 15 days, with the average response time being 3 days.

## Office of Zoning FY2020

Agency Office of Zoning

Agency Code BJO

Fiscal Year 2020

**Mission** The mission of the DC Office of Zoning (DCOZ) is to provide administrative, professional, and technical assistance to the Zoning Commission (ZC) and the Board of Zoning Adjustment (BZA).

### Strategic Objectives

Objective Number	Strategic Objective
1	Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public.
2	Streamline zoning regulations to enhance efficiency and transparency of zoning processes.
3	Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses.
4	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
<b>1 - Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public. (2 Measures)</b>					
Percent of updates to the official zoning map completed within 5 of days of the issuance of a zoning order	Up is Better	New in 2018	100%	100%	98%
Percent of webstreamed video of ZC and BZA hearings and meetings that are posted to OZ's website within 48 hours of recording	Up is Better	New in 2018	100%	100%	98%
<b>2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (3 Measures)</b>					
Percent of zoning certifications completed within 5 business days	Up is Better	98.8%	100%	100%	98%
Percent of BZA hearings scheduled within 3 months of application acceptance (excluding recess month)	Up is Better	98.6%	99.5%	77.2%	98%
Percent of BZA summary orders issued within 10 business days	Up is Better	98.8%	100%	99.6%	98%
<b>3 - Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses. (1 Measure)</b>					
Percent of website inquiries responded to within 24 hours	Up is Better	85.7%	93%	90.6%	98%

### Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)</b>				
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	Up is Better	New in 2019	New in 2019	Waiting on Data

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
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	100%
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	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	93.3%
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	94.1%
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
HR MANAGEMENT – Percent of new hires that are DC residents (excludes temporary workers and contractors)	Up is Better	New in 2020	New in 2020	New in 2020
HR MANAGEMENT – Percent of employees that are DC residents (excludes temporary workers and contractors)	Up is Better	New in 2020	New in 2020	New in 2020

\*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available 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
<b>1 - Leverage new and existing technologies to further ensure that the District of Columbia's zoning processes are easily understandable and accessible to the public. (3 Activities)</b>			
ZONING SERVICES	The Official Zoning Map	OZ is responsible for updating and maintaining the official Zoning Map of the District of Columbia.	Key Project
ZONING SERVICES	Interactive Zoning Information System (IZIS)	OZ reviews and accepts applications, schedules public hearings and meetings, and issues legal orders that document the decisions of both the Zoning Commission and the BZA. This process is managed through the IZIS system.	Key Project
ZONING SERVICES	Court of Appeals Information	The decisions of the BZA and ZC can be appealed to the DC Court of Appeals for review.	Daily Service
<b>2 - Streamline zoning regulations to enhance efficiency and transparency of zoning processes. (2 Activities)</b>			
ZONING SERVICES	Zoning Regulations of 2016	OZ is responsible for updating and maintaining the official Zoning Regulations of the District of Columbia.	Key Project
ZONING SERVICES	Effectively process ZC and BZA applications and petitions.	OZ reviews and accepts applications, schedules public hearings and meetings, and issues legal orders that document the decisions of both the Zoning Commission and the BZA.	Daily Service
<b>3 - Create a convenient, easy to use, and understandable zoning process through website development, expansive outreach and educational programs for District residents and businesses. (2 Activities)</b>			



Operations Header	Operations Title	Operations Description	Type of Operations
ZONING SERVICES	Website development to serve the public with zoning information	OZ is responsible for making zoning information easily accessible to the public. This is achieved by making a wealth of information, including, documents, video and regulations available on its website 24/7.	Daily Service
ZONING SERVICES	Conduct expansive outreach and provide educational programs	OZ believes an informed public is better able to navigate the zoning process in the District of Columbia; therefore it conducts expansive outreach to educate the public about the process before the ZC and BZA.	Daily Service

## Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>1 - ZONING SERVICES (1 Measure)</b>			
Number of unique Zoning Map hits	New in 2018	157,650	153,358
<b>2 - ZONING SERVICES (8 Measures)</b>			
Number of Board of Zoning Adjustment cases filed	257	295	302
Number of Zoning Commission cases filed	77	84	74
Number of Board of Zoning Adjustment orders issued	213	219	282
Number of Zoning Commission orders issued	67	81	73
Number of Appeals to the DC Court of Appeals (by Calendar Year)	22	18	14
Number of errata and text amendments processed	11	10	12
Number of Board of Zoning Adjustment hearings and meetings	New in 2018	39	42
Number of Zoning Commission hearings and meetings	New in 2018	60	56
<b>3 - ZONING SERVICES (2 Measures)</b>			
Number of unique website hits	New in 2018	870,745	643,446
Number of outreach meetings held	New in 2018	6	6

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Conduct expansive outreach and provide educational programs (1 Strategic Initiative)</b>		
Outreach for Ward 7 & 8 Advisory Neighborhood Commissions	In FY 2020, OZ will conduct at least four zoning outreach trainings for Ward 7 & 8 ANCs. From the application through the issuance of an order, OZ will focus on the ANC's role throughout this process, as well as the tools and resources available to ANCs participating in zoning cases.	09-30-2020
<b>Interactive Zoning Information System (IZIS) (1 Strategic Initiative)</b>		
Application Process Timeline App	In an effort to streamline the application process, in FY 2020 OZ will build an internal application process timeline with notifications of actions and deadlines so that applicants can more easily adhere to application requirements. This will ensure that applicants are aware of notification, outreach and submission requirements in advance of the deadline. In turn, this will ensure cases are ready to be heard on their scheduled hearing day.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Website development to serve the public with zoning information (1 Strategic Initiative)</b>		
Increased Public Access and Research Tools	In FY2020, OZ will continue to add technological upgrades to the Interactive Zoning Information System (IZIS) that include, but are not limited to, notifications for newly filed cases, added case-related information, streamlined external workflows and systems to conduct research by zoning case types. These upgrades to the IZIS will render the zoning process even more user-friendly, provide more transparency and ensure a predictable process.	09-30-2020
<b>Zoning Regulations of 2016 (1 Strategic Initiative)</b>		
Zoning Regulation of 2016 Update	OZ will work with OP on a series of updates to the Zoning Regulations of 2016. These updates include a reformatting of the regulations, and an administrative clean up to the Rules of Practice and Procedure. These changes will make the regulations more user friendly for the public, ensuring a more predictable process.	09-30-2020