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# Department of Consumer and Regulatory Affairs

[www.dkra.dc.gov](http://www.dkra.dc.gov)  
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Description	FY 2009 Actual	FY 2010 Approved	FY 2011 Proposed	% Change from FY 2010
Operating Budget	\$33,856,384	\$35,133,062	\$25,734,493	-26.8
FTEs	298.7	302.0	267.0	-11.6

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The mission of the Department of Consumer and Regulatory Affairs is to protect 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.

## Summary of Services

DCRA is responsible for regulating construction and business activity in the District of Columbia. The agency operates a consolidated permit intake center and reviews all construction documents to ensure compliance with building codes and zoning regulations. To protect consumers, DCRA issues business licenses, professional licenses, and special events permits, registers corporations, investigates consumer complaints, and inspects weighing and measuring devices used for monetary profit. Construction activ-

ity, building systems, and rental housing establishments are inspected, and housing code violations are abated, if necessary. Finally, DCRA provides consumer education and outreach programs regarding business practices, construction safety, and housing habitability.

The agency's FY 2011 proposed budget is presented in the following tables:

## FY 2011 Proposed Gross Funds Operating Budget, by Revenue Type

Table CR0-1 contains the proposed FY 2011 agency budget compared to the FY 2010 approved budget. It also provides FY 2008 and FY 2009 actual expenditures.

**Table CR0-1**  
(dollars in thousands)

Appropriated Fund	Actual FY 2008	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010	Percent Change*
<b>General Fund</b>						
Local Funds	22,115	17,153	13,258	8,203	-5,055	-38.1
Special Purpose Revenue Funds	15,280	16,084	21,875	17,531	-4,344	-19.9
<b>Total for General Fund</b>	<b>37,395</b>	<b>33,237</b>	<b>35,133</b>	<b>25,734</b>	<b>-9,399</b>	<b>-26.8</b>
<b>Intra-District Funds</b>						
Intra-District Funds	1,762	620	0	0	0	N/A
<b>Total for Intra-District Funds</b>	<b>1,762</b>	<b>620</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>N/A</b>
<b>Gross Funds</b>	<b>39,158</b>	<b>33,856</b>	<b>35,133</b>	<b>25,734</b>	<b>-9,399</b>	<b>-26.8</b>

\*Percent Change is based on whole dollars.

**Note:** If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to Schedule 80, Agency Summary by Revenue Source in the Operating Appendices located on the Office of the Chief Financial Officer's website.

## FY 2011 Proposed Full-Time Equivalents, by Revenue Type

Table CR0-2 contains the proposed FY 2011 FTE level compared to the FY 2010 approved FTE level by revenue type. It also provides FY 2008 and FY 2009 actual data.

**Table CR0-2**

Appropriated Fund	Actual FY 2008	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010	Percent Change
<b>General Fund</b>						
Local Funds	171.7	119.2	72.0	84.0	12.0	16.7
Special Purpose Revenue Funds	154.7	179.5	230.0	183.0	-47.0	-20.4
<b>Total for General Fund</b>	<b>326.4</b>	<b>298.7</b>	<b>302.0</b>	<b>267.0</b>	<b>-35.0</b>	<b>-11.6</b>
<b>Total Proposed FTEs</b>	<b>326.4</b>	<b>298.7</b>	<b>302.0</b>	<b>267.0</b>	<b>-35.0</b>	<b>-11.6</b>

## FY 2011 Proposed Operating Budget, by Comptroller Source Group

Table CR0-3 contains the proposed FY 2011 budget at the Comptroller Source Group (object class) level compared to the FY 2010 approved budget. It also provides FY 2008 and FY 2009 actual expenditures.

**Table CR0-3**  
(dollars in thousands)

Comptroller Source Group	Actual FY 2008	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010	Percent Change*
11 - Regular Pay - Cont Full Time	20,582	19,952	20,129	17,819	-2,310	-11.5
12 - Regular Pay - Other	538	248	330	318	-12	-3.5
13 - Additional Gross Pay	909	962	37	0	-37	-100.0
14 - Fringe Benefits - Current Personnel	3,970	3,942	3,359	3,515	156	4.6
15 - Overtime Pay	320	219	355	129	-226	-63.7
<b>Subtotal Personal Services (PS)</b>	<b>26,318</b>	<b>25,323</b>	<b>24,211</b>	<b>21,781</b>	<b>-2,429</b>	<b>-10.0</b>
20 - Supplies and Materials	380	152	287	151	-136	-47.3
30 - Energy, Comm. and Building Rentals	12	107	184	0	-184	-100.0
31 - Telephone, Telegraph, Telegram, Etc.	688	406	573	0	-573	-100.0
32 - Rentals - Land and Structures	5,367	4,029	4,673	0	-4,673	-100.0
33 - Janitorial Services	27	52	0	0	0	N/A
34 - Security Services	121	150	681	0	-681	-100.0
35 - Occupancy Fixed Costs	0	39	38	0	-38	-100.0
40 - Other Services and Charges	4,044	1,700	2,238	1,124	-1,114	-49.8
41 - Contractual Services - Other	1,995	1,881	2,196	2,657	462	21.0
70 - Equipment and Equipment Rental	206	18	53	21	-32	-60.7
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>12,839</b>	<b>8,534</b>	<b>10,922</b>	<b>3,953</b>	<b>-6,969</b>	<b>-63.8</b>
<b>Gross Funds</b>	<b>39,158</b>	<b>33,856</b>	<b>35,133</b>	<b>25,734</b>	<b>-9,399</b>	<b>-26.8</b>

\*Percent Change is based on whole dollars.

### Division Description

The Department of Consumer and Regulatory Affairs operates through the following 7 divisions:

**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.

This division contains the following 4 activities:

- **Business Service Center** – provides a public-facing office where customers can inquire about, apply for, and receive business licenses and vending licenses, and can register corporations;
- **License and Registration Renewal** – processes and conducts research for business license applications, renewals, and certifications for businesses seeking to conduct business in the District;
- **Occupational and Professional Licenses** – develops licensing standards, administers examinations, processes license applications, makes recommendations for board rulings, issues licenses and certificates, and provides technical support and administrative assistance; and
- **Corporations** – protects the health, safety, and welfare of the residents of the District of Columbia and the community through maintenance services for and the timely registration,

including trade name registration, of corporations, limited liability companies, and partnerships conducting affairs within the District of Columbia.

**Enforcement** - coordinates and monitors enforcement of violations cited by the agency's regulatory programs, and works closely with the Office of the Attorney General to ensure that actions taken are legally sufficient. The division also registers vacant properties to encourage the return to productive use and condemns existing properties for the existence of unsafe and deteriorating conditions.

This division contains the following 6 activities:

- **Enforcement Unit** – processes all civil infractions with the Office of Administrative Hearings, represents DCRA in most civil proceedings, collects fines, and places property liens for unpaid fines;
- **Regulatory Investigations** – investigates unlicensed business activity;
- **Rehabilitation** – abates housing and building code violations when cited property owners fail to do so, processes abatement contracts, and collects unpaid abatement costs;
- **Vacant Property** – registers vacant properties in the District of Columbia and condemns properties that endanger the health or lives of the occupants or persons living in the vicinity;
- **Weights and Measures** – inspects all commercially used weighing and measuring devices in the District of Columbia; and
- **Consumer Protection** – serves as the District of Columbia's central clearinghouse for consumer complaints, mediates disagreements between consumers and businesses, and investigates claims of illegal and unfair trade practices.

**Inspections** - protects District residents and visitors and ensures habitable housing by performing residential inspections and by inspecting construction sites for code compliance and proper permits, manages the District's third-party inspection program, monitors elevators and boilers in District buildings, and maintains the District's building codes to ensure that the District's state-of-the-art and unique buildings are structurally sound.

This division contains the following 3 activities:

- **Building Inspection** – manages commercial building and permit-related inspection requests, and issues citations for violations of the District's Building Codes and District's Zoning Regulations to correct construction code violations;
- **Residential Inspections** – manages inspection requests for residential properties and issues citations of housing code violations; and
- **Construction Compliance** – manages and coordinates revisions to the District's building and trade codes to meet current demands for adequate and safe construction and the maintenance of new and existing building structures as outlined by the International Code Council Family of Codes.

**Permitting** – certifies compliance with current building and land use codes, manages a consolidated permit application intake center hosting multiple agencies, issues permits for District construction projects, and maintains land records.

The division contains the following 5 activities:

- **Plan Review** – conducts technical building plan reviews for approval and issues building permits;
- **Homeowner Center** – functions as a dedicated resource center for homeowners conducting small interior and exterior renovations of their personal residences;
- **Development Ambassador** - assists large-scale projects through the permit processing to the issuance of a permit;
- **Permits** – serves as the District's central intake and issuance center for building permits and certificates of occupancy; and
- **Surveyor** – produces and maintains the District's land records.

**Zoning and Construction Compliance** – interprets and enforces the District's zoning regulations.

**Agency Management** - provides for administrative support and the required tools to achieve operational and programmatic results. This division is standard for all agencies using performance-based budgeting.

**Agency Financial Operations** – provides comprehensive financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using performance-based budgeting.

### Division/Program Structure Change

In FY 2011 the agency will convert to division-based budgeting. The proposed division/program structure changes are provided in the Agency Realignment appendix to the proposed budget, which is located at [www.cfo.dc.gov](http://www.cfo.dc.gov) on the Annual Operating Budget and Capital Plan page.

## FY 2011 Proposed Operating Budget and FTEs, by Division and Activity

Table CR0-4 contains the proposed FY 2011 budget by division and activity compared to the FY 2010 approved budget. It also provides FY 2009 actual data.

**Table CR0-4**

(dollars in thousands)

Division/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010
<b>(1000) Agency Management</b>								
(1010) Personnel	591	413	338	-75	4.6	4.0	3.0	-1.0
(1015) Training and Employee Development	0	87	0	-87	0.0	1.0	0.0	-1.0
(1020) Contracting and Procurement	675	646	131	-515	2.8	3.0	2.0	-1.0
(1030) Property Management	5,562	6,388	176	-6,212	3.3	4.0	2.0	-2.0
(1040) Information Technology	1,298	448	1,399	951	8.7	6.0	12.0	6.0
(1055) Risk Management	157	483	400	-84	1.8	5.0	4.0	-1.0
(1060) Legal	433	240	97	-143	1.9	2.0	1.0	-1.0
(1070) Fleet Management	202	359	181	-178	1.0	1.0	1.0	0.0
(1080) Communications	0	164	167	3	0.0	2.0	2.0	0.0
(1085) Customer Service	1,498	1,110	1,019	-91	20.4	16.0	14.0	-2.0
(1090) Performance Management	1,204	1,031	1,178	147	8.2	9.0	8.0	-1.0
<b>Subtotal (1000) Agency Management</b>	<b>11,620</b>	<b>11,369</b>	<b>5,084</b>	<b>-6,285</b>	<b>52.6</b>	<b>53.0</b>	<b>49.0</b>	<b>-4.0</b>
<b>(100F) Agency Financial Operations</b>								
(110F) Budget Operations	359	362	259	-103	2.9	3.0	2.0	-1.0
(120F) Accounting Operations	376	416	437	21	4.1	5.0	5.0	0.0
(130F) ACFO Operations	380	387	393	5	2.8	3.0	3.0	0.0
<b>Subtotal (100F) Agency Financial Operations</b>	<b>1,116</b>	<b>1,165</b>	<b>1,088</b>	<b>-77</b>	<b>9.8</b>	<b>11.0</b>	<b>10.0</b>	<b>-1.0</b>
<b>(2000) Permitting</b>								
(2020) Plan Review	1,785	2,564	2,556	-8	22.3	26.0	26.0	0.0
(2025) Homeowner Center	153	146	150	4	2.2	2.0	2.0	0.0
(2030) Development Ambassador	511	321	332	10	8.3	4.0	4.0	0.0
(2040) Regulatory Investigations	0	0	0	0	0.0	0.0	0.0	0.0
(2050) Permits	704	850	988	138	10.8	14.0	14.0	0.0
(2060) Surveyor	544	638	646	8	6.4	8.0	8.0	0.0
(2095) Occupational and Professional Licensing	2,724	0	0	0	13.3	0.0	0.0	0.0
<b>Subtotal (2000) Permitting</b>	<b>6,421</b>	<b>4,519</b>	<b>4,671</b>	<b>151</b>	<b>63.3</b>	<b>54.0</b>	<b>54.0</b>	<b>0.0</b>

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**Table CR0-4 (Continued)**

(dollars in thousands)

Division/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010
<b>(3000) Enforcement</b>								
(3020) Scheduling and Enforcement Unit	383	428	245	-183	4.7	5.0	3.0	-2.0
(3025) Vacant Property	131	284	283	-1	2.0	4.0	4.0	0.0
(3040) Condemnation	292	0	0	0	3.8	0.0	0.0	0.0
(3045) Regulatory Investigations	652	861	915	54	7.4	10.0	10.0	0.0
(3050) Rehabilitation	969	1,156	138	-1,018	8.7	5.0	0.0	-5.0
(3055) Consumer Protection	578	869	177	-692	7.2	10.0	2.0	-8.0
(3060) Weights and Measures	92	434	306	-129	1.2	6.0	4.0	-2.0
<b>Subtotal (3000) Enforcement</b>	<b>3,098</b>	<b>4,032</b>	<b>2,063</b>	<b>-1,968</b>	<b>35.0</b>	<b>40.0</b>	<b>23.0</b>	<b>-17.0</b>
<b>(4000) Inspection</b>								
(3010) Building Inspections Division	3,345	3,578	3,269	-310	40.2	46.0	38.0	-8.0
(3080) Residential Inspections	3,941	2,267	2,115	-152	50.3	32.0	30.0	-2.0
(3095) Construction Compliance	442	427	301	-125	4.9	4.0	4.0	0.0
<b>Subtotal (4000) Inspection</b>	<b>7,728</b>	<b>6,272</b>	<b>5,685</b>	<b>-587</b>	<b>95.4</b>	<b>82.0</b>	<b>72.0</b>	<b>-10.0</b>
<b>(6000) Zoning and Construction Compliance</b>								
(6010) Zoning Administrator	1,012	1,151	1,081	-70	11.1	13.0	12.0	-1.0
<b>Subtotal (6000) Zoning and Construction Compliance</b>	<b>1,012</b>	<b>1,151</b>	<b>1,081</b>	<b>-70</b>	<b>11.1</b>	<b>13.0</b>	<b>12.0</b>	<b>-1.0</b>
<b>(7000) Licensing</b>								
(2070) Business Service Center	323	324	398	75	3.9	4.0	5.0	1.0
(2080) Corporation Division	911	599	608	9	10.5	8.0	8.0	0.0
(2090) License and Registration Renewal	1,627	2,074	1,318	-756	17.0	21.0	19.0	-2.0
(2095) Occupational and Professional Licensing	0	3,629	3,738	110	0.0	16.0	15.0	-1.0
<b>Subtotal (7000) Licensing</b>	<b>2,861</b>	<b>6,625</b>	<b>6,062</b>	<b>-563</b>	<b>31.4</b>	<b>49.0</b>	<b>47.0</b>	<b>-2.0</b>
<b>Total Proposed Operating Budget</b>	<b>33,856</b>	<b>35,133</b>	<b>25,734</b>	<b>-9,399</b>	<b>298.7</b>	<b>302.0</b>	<b>267.0</b>	<b>-35.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's programs, please see Schedule 30-PBB Program Summary By Activity in the FY 2011 Operating Appendices located on the Office of the Chief Financial Officer's website.

## **FY 2011 Proposed Budget Changes**

**Intra-Agency Adjustments:** The following adjustments were made in Gross Funds: a reduction of \$226,000 for Overtime Pay; a reduction of \$155,238 in contractual services, more efficiently aligned equipment and equipment rental, and Supplies and Materials budget cuts; and a \$94,865 reduction of fleet costs to align with the Department of Public Works assessment.

**Transfers In/Out:** A number of costs were transferred out of DCRA's FY 2011 proposed budget. Nine Enforcement division positions were transferred to Capital Funds at a cost of \$670,434. Procurement and human resources assessments totaling \$402,388 were transferred to the Office of Contracting and Procurement and the D.C. Department of Human Resources, respectively. Facility and telecom costs totaling \$6,148,635 were moved to a new fixed cost agency and to the Office of Finance and Resource Management.

**Cost Savings:** Fiscal restraints, increased divisional efficiencies, and an emphasis on technology within the Department of Consumer and Regulatory Affairs have resulted in significant cost savings for the proposed FY 2011 budget. A total of 27.0 positions, including 8.0 vacancies, are being eliminated in a variety of divisions in FY 2011. The largest savings will come from Agency Management which is eliminating 5.0 positions, including 1.0 vacancy, to realize \$492,112 in savings. One vacant position is being eliminated from Agency Financial Operations. Inspections will see a reduction of 6.0 positions, including 4.0 vacancies for a savings of \$229,546. Permitting will minimize redundancies by reducing 2.0 positions for \$182,156 in cost savings. Licensing will reduce staff by 6.0 positions, for \$382,525 in savings. Licensing will also be reduced by \$414,977 for 6.0 Consumer Protection positions, whose functions will be absorbed by the Office of the Attorney General. Another 2.0 positions from DCRA's Consumer Protection activity were transferred to the Department of Insurance Securities and Banking, saving the agency \$154,081.

**Policy Initiatives:** In FY 2011, DCRA will add \$97,000 and 1.0 FTE to its Local fund budget to implement the "Vacant Property Disincentivization Act of 2010". This funding will establish a Small Business License Ambassador to assist current and new small business owners in complying with the District's licensing requirements.

**Protected Divisions:** The proposed budget retains resources required for DCRA to maintain and improve customer service in its permitting, inspection, licensing, and enforcement divisions by further technology integration and streamlined business processes.

## FY 2010 Approved Budget to FY 2011 Proposed Budget, by Revenue Type

Table CR0-5 itemizes the changes by revenue type between the FY 2010 approved budget and the FY 2011 proposed budget.

**Table CR0-5**

(dollars in thousands)

	PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2010 Approved Budget and FTE</b>		<b>13,258</b>	<b>72.0</b>
Transfer Out: Transfer facility and telecom costs to new fixed cost agency and OFRM	Agency Management	-6,149	0.0
Transfer Out: Transfer out procurement and human resources assessments to OCP/DCHR	Agency Management	-402	0.0
Cost Increase: Adjust Overtime Pay based on historical spending	Multiple Programs	5	0.0
Shift: Shift funding for FTEs from Special Purpose Revenue funds	Inspection	1,668	22.0
Shift: Shift funding for FTEs to Special Purpose Revenue funds	Permitting	-328	-4.0
Eliminate: Remove non-essential vacancies	Permitting	-182	-2.0
Eliminate: Reduce FTEs	Multiple Programs	-324	-5.0
Cost Decrease: Adjust Additional Gross Pay budget	Agency Management	-37	0.0
Cost Increase: Increase spending on Contractual Services	Multiple Programs	466	0.0
Cost Decrease: Align equipment costs with historical and projected need; shift cost to Special Purpose Revenue funds	Multiple Programs	-20	0.0
Cost Increase: Adjust Fringe Benefits based on historical growth	Multiple Programs	254	0.0
Cost Decrease: Align fleet assessment with DPW estimates	Multiple Programs	-95	0.0
Reduce: Hold salary steps constant	Multiple Programs	-9	0.0
Create: Establish the position of Small Business License Ambassador	Licensing	97	1.0
<b>LOCAL FUNDS: FY 2011 Proposed Budget and FTE</b>		<b>8,203</b>	<b>84.0</b>
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2010 Approved Budget and FTE</b>		<b>21,875</b>	<b>230.0</b>
Transfer Out: Shift funding for rehabilitation FTEs to capital fund	Multiple Programs	-670	-9.0
Transfer Out: Align Overtime Pay with historical and projected needs	Multiple Programs	-231	0.0
Cost Decrease: Reduce spending on Contractual Services	Multiple Programs	-621	0.0
Cost Decrease: Align Supplies and Materials budget with historical and projected needs	Multiple Programs	-136	0.0
Cost Decrease: Shift budget from Local funds; align combined equipment costs with historical and projected needs	Multiple Programs	-12	0.0
Shift: Shift funding for FTEs from Local funds	Permitting	333	4.0
Shift: Shift funding for FTEs to Local funds	Inspection	-1,668	-22.0
Eliminate: Remove non-essential vacancies	Multiple Programs	-346	-6.0
Eliminate: Reduce FTEs	Licensing	-383	-6.0
Transfer Out: Transfer consumer protection FTEs to DISB	Licensing	-154	-2.0

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**Table CR0-5 (continued)**  
(dollars in thousands)

	<b>PROGRAM</b>	<b>BUDGET</b>	<b>FTE</b>
<b>SPECIAL PURPOSE REVENUE FUNDS (continued)</b>			
Cost Decrease: Shift consumer protection function to OAG	Licensing	-415	-6.0
Cost Decrease: Adjust Fringe Benefits based on historical growth	Multiple Programs	-341	0.0
Cost Increase: Implementation of green building fund and augmentation of other special purpose revenue funds	Multiple Programs	535	0.0
Reduce: Hold salary steps constant	Multiple Programs	-237	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2011 Proposed Budget and FTE</b>		<b>17,531</b>	<b>183.0</b>
<b>Gross for CR0 - Department of Consumer and Regulatory Affairs</b>		<b>25,734</b>	<b>267.0</b>

## Agency Performance Plan

The agency has the following objectives and performance indicators for its Divisions:

### 1. Business and Professional Licensing Division (BPLA)

**Objective 1:** Maintain efficient business and professional licensing operations.

**Objective 2:** Ensure compliance with licensing requirements.

**Objective 3:** Manage corporate registration and maintenance services.

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## Business and Professional Licensing Division

Measure	FY 2008 Actual	FY 2009 Target	FY 2010 Actual	FY 2010 Projection	FY 2011 Projection	FY 2012 Projection
Percent of simple licenses processed online	N/A	40%	0%	70%	90%	91%
Average number of lapsed licenses in the BBL system	N/A	N/A	N/A	300	250	200
Percent of customers satisfied with BPLD's customer service.	59%	70%	87%	90%	95%	95%
Percent of new professional licenses processed on-line.	N/A	50%	23.4%	70%	80%	90%
Percent of renewal professional licenses processed on-line.	N/A	80%	87%	90%	95%	95%
Percent of consumer complaints satisfactorily resolved within 90 days	63%	80%	82%	85%	87%	90%
Number of successfully mediated consumer complaints.	N/A	N/A	250	300	350	400
Percent of pre-license investigations completed within 5 days	N/A	N/A	N/A	80%	90%	95%
Number of regulatory compliance surveys	N/A	300	200	400	350	300
Number of weighing and measuring device inspections	11,302	9,600	6,193	8,154	8,154	8,154
Percent of new corporate filings submitted on-line.	N/A	N/A	40%	60%	65%	75%
Percent of customers using expedited corporate services	N/A	N/A	N/A	20%	30%	40%

### 2. Enforcement and Legislative Affairs Division

**Objective 1:** Maintain current legislation and regulations for efficient agency operations.

**Objective 2:** Manage civil infraction enforcement actions.

**Objective 3:** Manage lien placement and collection for abatement and civil enforcement actions.

**Objective 4:** Reduce unproductive properties through effective Vacant Property and Board of Condemnation programs.

**Objective 5:** Protect District residents' and visitors' safety through abatement of housing code violations.

## Enforcement and Legislative Affairs Division

Measure	FY 2008 Actual	FY 2009 Target	FY 2009 Actual	FY 2010 Projection	FY 2011 Projection	FY 2012 Projection
Percent of cases resulting in an OAH finding of liability	N/A	85%	81%	87%	89%	91%
Dollar amount of Special Assessments collected	N/A	\$1,000,000	\$797,065	\$1,300,000 <sup>1</sup>	\$1,600,000	\$1,900,000
Total number of vacant properties.	3,400	3,500	2,100	3,450	3,400	3,350
Number of registered vacant properties.	N/A	1,000	300	1,500	1,600	1,700
Number of blighted properties. <sup>2</sup>	N/A	N/A	N/A	250	250	250
Number of new BCIB properties	97	100	4	20	18	15
Percent of DCRA abatements completed within 30 days	N/A	N/A	N/A	60	70	75

### 3. Inspections Division

Objective 1: Manage an efficient combination inspections program.

Objective 2: Develop a premier specialty inspections program.

## Inspections Division

Measure	FY 2008 Actual	FY 2009 Target	FY 2009 Actual	FY 2010 Projection	FY 2011 Projection	FY 2012 Projection
Percent of inspectors with required professional certifications	50%	75%	75%	90%	90%	90%
Number of buildings where proactive inspections were completed <sup>3</sup>	N/A	250	264	950	1,200	1,200
Percent of complaint-related inspections	58%	60%	54%	55%	50%	45%
Percent of permit-related inspections completed within 48 hours of request	78%	80%	94%	82%	85%	87%
Percent of emergency housing inspections conducted within 24 hours of complaint	76%	85%	87%	90%	92%	95%
Number of permits issued as a result of a Stop Work Order <sup>4</sup>	N/A	N/A	N/A	300	350	375

#### 4. Permitting Division

Objective 1: Ensure building plans comply with construction codes.

Objective 2: Provide superior customer service in the Permit Center.

Objective 3: Manage and maintain District land records.

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### Permitting Division

Measure	FY 2008 Actual	FY 2009 Target	FY 2009 Actual	FY 2010 Projection	FY 2011 Projection	FY 2012 Projection
Percent of customers satisfied with the Permitting and Zoning Division's customer service	94%	75%	95%	80%	85%	90%
Average length of customer wait in Permit Center (minutes)	N/A	N/A	N/A	30	25	22
Number of green building applications received	N/A	20	23	48	70	100
Percent of complex building plan reviews completed on time	84%	90%	69%	92%	94%	95%
Percent of building plats utilizing expedited review service	N/A	N/A	N/A	10%	15%	20%

#### 5. Zoning Division

Objective 1: Administer and enforce zoning regulations.

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### Zoning Division

Measure	FY 2008 Actual	FY 2009 Target	FY 2009 Actual	FY 2010 Projection	FY 2011 Projection	FY 2012 Projection
Percent of certificate of occupancy applications reviewed within 30 days	N/A	90%	97.5%	95%	95%	95%
Number of zoning compliance letters issued	N/A	350	220	370	380	390

## 6. Operations and Agency Management

Objective 1: Maintain a qualified, healthy, and highly motivated workforce.

Objective 2: Increase public awareness of DCRA programs and services.

Objective 3: Manage agency performance and integrity.

Objective 4: Provide excellent customer service.

Objective 5: Support agency by managing facilities, resources, and reducing risks to agency assets.

Objective 6: Expand and maintain technology infrastructure.

Objective 7: Manage the Construction Codes Coordinating Board (CCCB).<sup>5</sup>

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## Operations and Agency Management

Measure	FY 2008 Actual	FY 2009 Target	FY 2009 Actual	FY 2010 Projection	FY 2011 Projection	FY 2012 Projection
Percent of grievances resolved within 60 days <sup>6</sup>	N/A	70%	51.4%	80%	85%	90%
Percent of DCRA departments actively soliciting HR assistance with performance management <sup>7</sup>	N/A	N/A	N/A	70%	75%	80%
Number of consumer protection web hits	N/A	700	10,004	10,000	11,000	12,000
Percent of OIG inquiries completed timely	100%	100%	100%	100%	100%	100%
Percent of IQs completed timely	54%	100%	70%	100%	100%	100%
Percent of calls received by IVR	N/A	30%	N/A	35%	40%	45%
Percent of FOIA requests completed timely	N/A	N/A	N/A	85%	90%	95%

### Performance Plan Endnotes:

- Based upon revenue projections after FY 2010 Q1, DCRA will adjust the projection for the amount of revenue collected from Special Assessment Liens from \$1,900,000 to \$1,300,000.
- DCRA added this measure after a new requirement to identify and classify vacant property as blighted, which is the only classification taxed at the Class 3 rate.
- After completion of the Pilot Program during FY 2009, DCRA adjusted the number of buildings that would be inspected each year to reflect anticipated workload of multiple re-inspections at buildings that were found to have violations at the time of the initial inspection. At the new rate, the inspections will be completed by the end of FY 2013.
- This measure is a better reflection of what was to be measured in the row above. To clarify, in a year the division completes 3600 Inspections, resulting in Stop Work Orders (SWOs) - about 2/3 of those SWOs are for NO PERMITS, resulting in approximately 300 permits being issued as a result of compliance with permit requirements.
- Inspections Initiative 3.1 and 3.2 were changed to Objective 7.1 and 7.2 under Operations and Agency Management to reflect the change that now has the Building Code Analyst, the DCRA FTE, reporting to the Director of the agency and not the Chief Building Official.
- Grievances follow a legal process whereby time is given to properly respond to grievances/responses. After a grievance is answered the grievant may or may not pursue their grievance. If the grievant chooses to respond and pursue the grievance further the process goes to the next step. As an agency we do not want to encourage frivolous grievances and resolve/settle when detrimental to the District. When a grievance is filed and the agency response is reaffirming their decision, the grievant can then extend the time until resolution. As a result of the legal process and the grievant's reasonableness the length of time of a grievance cannot be resolved in 30 days.
- Additional measure added to better reflect the workload and performance of the division.

