



Department of Consumer & Regulatory Affairs (DCRA) – CRO

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Central Purpose

DCRA protects the health, safety, economic interests, and quality of life of DC residents, businesses, and visitors by issuing licenses and permits, conducting construction and emergency inspections, enforcing building, housing, and safety codes, regulating land use and development, and advocating for and educating consumers.

Key Facts

- DCRA issued 50,147 permits in FY2013
- The agency performed more than 67,500 inspections agency wide
- In 2013, 70 Notices of Infraction were issued by Vacant Property for “Failure to Register”
- DCRA on average cites 1100 civil infractions annually.
- Office of Professional Licensing Administration supports nine combined professional Boards and Commissions; regulates the practices of professional licensees.
- Business Licensing & Corporate Registration licenses more than 30,000 small businesses citywide in more than 150 different categories; and enforces regulations and licenses of more than 125 occupations and professional licensing categories.

Goals/Performance Measures

Goals

- Business and Professional License Administration (BPLA)
 - Maintain efficient licensing operations.
 - Manage corporate registration and maintenance services.
 - Ensure compliance with licensing registration requirements.

- Protect the citizens of the District of Columbia from unfair and deceptive business practices (Consumer Protection Procedures Act).
- Manage and maintain an efficient Small Business Resource Center.
- Permit Operations Division
 - Ensure building plans comply with construction codes.
 - Provide superior customer service in the Permit Center.
 - Manage and maintain District land records.
 - Manage an efficient permit review program.
- Office of Zoning Administrator
 - Enhance applicant and general citizen satisfaction through timely, efficient and accurate application zoning conformance review processes.
 - Leverage technology to improve the permitting and certificate of occupancy review process and outcomes for customers.
- Inspections Division
 - Ensure construction is code compliant & conforms to approved document.
 - Manage an efficient construction inspection program.
 - Manage an efficient housing inspection program.
 - Develop a premier specialty inspections program.
 - Manage and effective Green Inspection program
 - Respond to emergency calls in a timely and proficient manner
- Enforcement Division
 - Provide efficient and effective regulatory and compliance processes.

- Protect the health and safety of people who visit, live and work in the District of Columbia.
- Agency Management
 - Maintain a qualified, healthy, and highly motivated workforce.
 - Review DCRA internal policies and create uniformity amongst all agency Divisions.
 - Increase public awareness of DCRA programs and services.
 - Manage agency performance and integrity.
 - Support the agency by managing facilities, resources, and reducing risks to agency assets.
 - Expand and maintain technology infrastructure.
- Condemnation – Investigate buildings for the Board of Condemnation of Insanitary Buildings (BCIB)
- Consumer Protection – Receive and investigate complaints on businesses from the public.
- Corporation Registration – Monitor corporations, partnerships, limited liabilities companies, trade name regulations, corporate reports and revocations.
- Development Ambassadors – Assist large development projects with an unencumbered process.
- Green Building Sustainability – Responsible for regulating construction in the District that falls under the regulations of Green codes including the Green Building Act, Green Construction Code and Energy Conservation Code.

Measures

- # of business licenses issued
- # of civil infractions received by the Office of Civil Infractions
- # of inspections resulted (all inspections, agency-wide)
- # of permits issued (building, supplemental, postcard, etc.)
- # of NOI's issued for "Failure to Register" Vacant Property

Programs/Services

- Abatement and Repair – To fix housing or building code violations and bill the owner once they have been notified of such violations.
- Business Investigations – Investigate complaints and verify qualifications of business that must be licensed in DC.
- Basic Business Licenses – Issuing of business licenses; renewals every 2 years.
- Building Code Development – Adoption of and amendments to the International Construction Codes, and other relevant code regulations.
- Civil Infractions – Works with the Office of Administrative Hearings on Notices of Infractions & Notices of Violations.
- Communications & Customer Service – Provide information about DCRA's regulatory operations to the public and the press.
- Homeowners Center – Specialized assistance to homeowners seeking permits for home improvements and repairs.
- Illegal Construction – Investigate ongoing construction without permits.
- Inspections – Inspect construction, renovation, and maintenance in commercial areas and higher density dwellings.
 - Specialty Inspections – Inspector with specialized skill set to monitor those who perform special inspections by third party companies.
- Occupational & Professional Licenses – Support nine professional Boards and Commissions; issue and regulate professional licenses.
- Permits – Issue building and raze permits, Certificates of Occupancy, and Home Occupation permits.
- Plans Review – Review building plans to ensure compliance with construction codes.
- Small Business resource Center – Provides intimate training and consultative services to the public regarding small business.
- Special Events – Issue permits for special events-circuses, rodeos, festivals, fairs, performances, etc.
- Surveyor – Maintain DC's official land plats; and record building plat drawings, subdivisions, street and alley closings, dedications, survey, wall

checks, deed analyses and condominium plats/records.

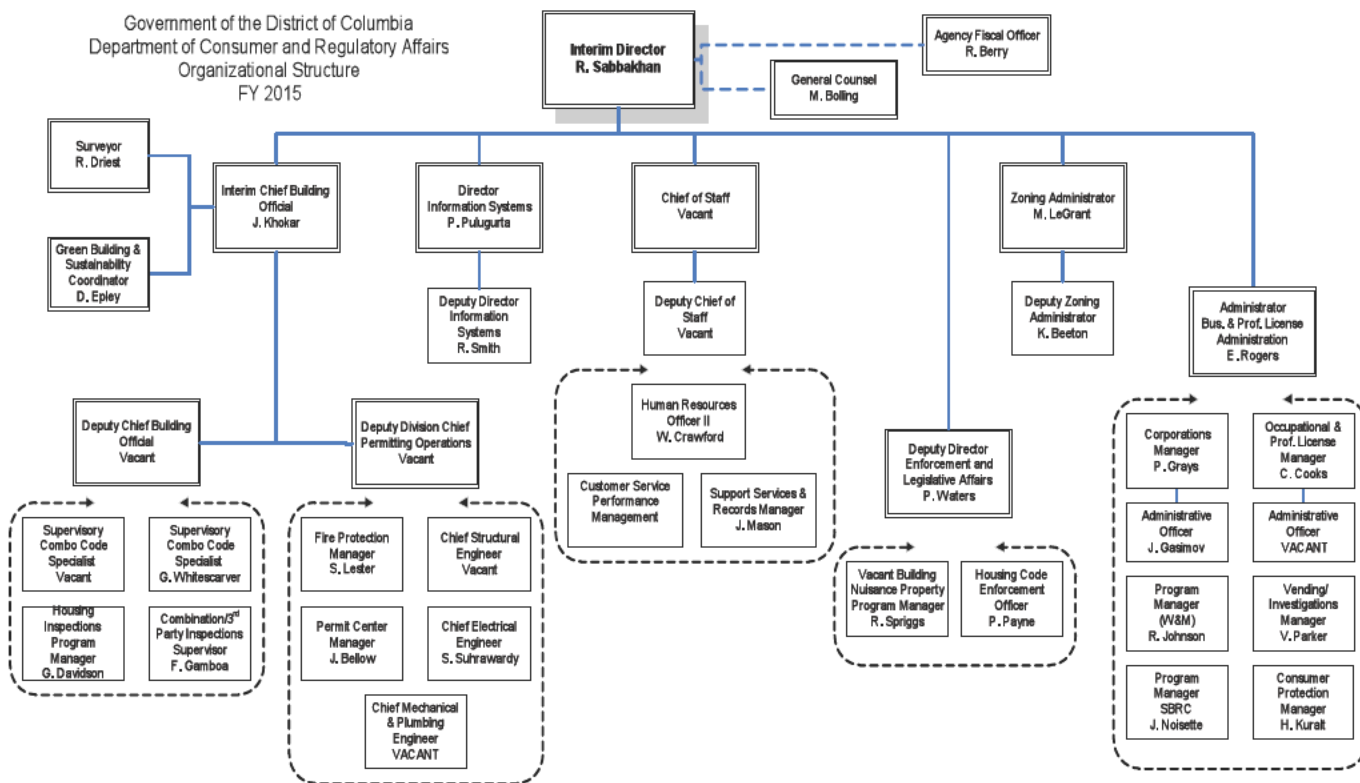
- Third Party Plans Review/Inspections Program – Monitor plans review or inspections done by outside companies who are certified by the District.
- Vacant Building Enforcement – Enforce vacant property registration, maintenance, and up keep laws.
- Weights & Measures – Inspecting commercial weighing and measuring devices, including gas pumps, UPC scanners and scales.
- Zoning – Review land and building plans to ensure they comply with zoning regulations.
- Environmental Impact Screenings
- Code Modification – Administrative review of requests by builders/owners on code interpretation on specific code non-compliance.
- Building Code & Zoning Regulation Determination & Interpretation – Zoning administrative interpretation/review of code specific determination.

First Quarter CY2015 Hot Button Issue(s)

- Baseball Vending Lottery- Tickets will be issued in March 2015 for the entire season on one day.
- Stationary Roadway Vending on the National Mall- will take place November 2014 and be effective spring 2015. This is the first time this lottery is open to the all.
- Completion of Phase I of the One City Business Portal.

Organization Chart

Government of the District of Columbia
Department of Consumer and Regulatory Affairs
Organizational Structure
FY 2015



Boards and Commissions relevant to the agency

Board Name	Name of Chairperson	No. of Members
Board of Condemnation of Insanitary Buildings (BCIB)	Jatinder Khokhar	7
Construction Codes Coordinating Board (CCCB)	Paul Waters	3
Green Building Advisory Council	Keith Anderson/Bill Updike	13
Board of Accountancy	Michael J. Cobb	4
Architecture and Interior Design	Ronnie McGhee	5
Barber and Cosmetology	Derek Davis	8
Boxing and Wrestling	Bryan Irving	4
Funeral Directors	Lynn Armstrong Patterson	5
Industrial Trades	Robert Smith	9
Professional Engineering	Eugene M. Bentley III	6
Real Estate Commission	Alton E. Duncanson	8
Real Estate Appraisers	Jerome Farrow	5

Budget FY2015

Total Budget	\$ 47,701,358.00
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No. of Employees

Current No. of FTEs	286
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Union Representation

Union(s)	Union Representative	No. of Members
American Federation of Government Employees (AFGE) 2725		139
American Federation of State, County & Municipal Employees (AFSCME)		81
American Federation of Government Employees (AFGE) 1403		5
American Federation of State, County & Municipal Employees (AFSCME)2401		2

Facility Location(s)

Facility Name / ID	Address	Zip Code	Ward	Main Phone No.
DCRA Main Office	1100 4 th Street SW	20024		(202) 442-4400
DC General	1900 Massachusetts Ave SE	20009		(202) 481-3392

Key Projects/Initiatives

Project/Initiative Name	Brief Description	Delivery Date
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Project/Initiative Name	Brief Description	Delivery Date
ProjectDox	ProjectDox is a web-based electronic plan & document workflow solution that lets customers and government personnel initiate and complete the plan submission, review and approval processes online, rather than using a manual, paper-based process. Building, Planning, Land Use (Zoning), Fire, Environmental, Transportation and other agencies can use ProjectDox for project-specific workflows to review projects in parallel rather than sequential, saving you, the customer, time and avoiding project delays.	Ongoing
Business Portal	Per the recommendation of the Business Regulatory Task Force, the Business Portal is one factor that will assist in fostering a cohesive data approach within the District of Columbia Government. BPLA has begun to identify processes in an effort to align our practices with the progression of government and our business community.	Ongoing- Expected completion February 2016
Start-up DC	Small Business Resource Center (SBRC) will house a six month pilot project fall 2014 to accelerate the Permitting, Inspection, Zoning & business licensing approval process for new, small businesses in the District.	December 2014
Residential Plan Review	The program will consist of select reviewers from the electrical, mechanical/plumbing and structural plan review disciplines concentrating solely on the review of residential projects (i.e. one and two family dwellings and low rise residential buildings). The residential projects will be separated from other general projects, in an effort to decrease review times and to provide plan review consistency.	December 2014

Capital Program(s)

Project Name	Budget ID	Funding Source	Project Budget	Current Balance	Delivery Date
Business Portal	Operating	BBL Fund	\$ 2,500,000.	\$ 1,924,650.	September 2015
Business Portal	Capital	0300	\$ 1,000,000.	\$ 1,000,000.	September 2015
IT Systems Modernization	Capital	0300	\$ 2,000,000.	\$ 382,900.	September 2015OPLA

Important/Significant Dates

Event	Brief Description	Delivery Date
General Contractor Symposium	Workshops for residents of DC to learn processes and procedures for successfully starting and operating a General Contracting business in the District.	February 2015
Restaurant Symposium	Workshops for residents of DC to learn processes and procedures for successfully opening and operating a restaurant in the District.	August 2015

Key Contracts

Project Name	Vendor Name	Total Contract Value	Contract Term
Temp Services	CTI-Proactive Inspectors	\$801,964.80	Oct 2014 to Sept 2015
OPLA Licensing	Pearson Vue	\$1,710,000.00	Oct 2014 to Sept 2015

Processor			
One City Business Portal	Limbic Systems	2,900,000.00	Oct 2014 to Sept 2015

Key Agreement(s) / Memorandum(s) of Understanding

Project Name	Brief Description	Agreement Term
One City Business Portal	DCRA reimburse OCTO for IT Specialist to work on this project	FY15
Green Building Fund	DCRA fund staff and grant work for Green Building program	FY15
Schools and DPR Permits	DGS remit to DCRA funds for various permits for DCPS and DPR construction projects	FY14 – but only executed on 9/30/14 so not sure of status of payments
Right Choice	Award to Office of Asian & Pacific Islander	FY'15

Grant(s) Awarded (or Pending Award) to Agency

Grant Name	Name of Grantor	Total Grant Amount	Current Grant Balance	Grant Expiration
UASI	HSEMA	\$ 40,000.	\$ 40,000.	August 2016

Active Litigation(s)

Project Name	Brief Description

Consent Decree(s)

Project Name	Brief Description	Agreement Term
N/A		