

# (CR0) DEPT. OF CONSUMER AND REGULATORY AFFAIRS

## **MISSION**

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

## **BACKGROUND**

DCRA is responsible for regulating construction and business activity in the District of Columbia. The agency issues construction permits after reviews of construction documents to ensure compliance with building codes and zoning regulations. Construction activity, buildings and rental housing establishments are inspected and housing code violations are abated, if necessary. To protect consumers, DCRA issues business licenses, professional licenses, registers corporations, inspects weighing and measuring devices used for monetary profit and issues special events permits.

In FY 2020, DCRA registered over 14,000 corporations, completed over 57,000 inspections, and issued over 54,000 permits, 49,000 business and 23,000 professional licenses.

## **RECENT CIP ACCOMPLISHMENTS**

### **DCRA Business Portal**

In FY 2020, the agency completed the following:

- Upgraded the DC Business Portal to take advantage of new technology. The new framework improved overall site performance as well as extended the ability for enhanced features such as seamless communications through multiple channels (social media, mobile, email, etc.)
- Integrated with the Office of tax Revenue (OTR) clean hands system to establish compliance with this requirement in real-time during the business licensing process. This enhancement eliminated the need for customers to contact OTR separately to obtain clean hands reports.
- Revamped the user interface of DC Business Portal to improve the usability of the system and make the application process more intuitive. Also, customers no longer need to email, mail or hand deliver the revised applications with this implementation.
- Consolidated four separate systems (PIVS, BBLV, Q-Tracker, and OBPAT) into the new SCOUT data system. SCOUT enables customers to search for property and licensing information in one place.

### **IT Systems Modernization**

In FY 2020, DCRA has completed the following initiatives within this capital project:

- Launched Access DC, an agency wide single sign on platform which provides enhanced security and convenience for customers facing systems. By Registering in Access DC, customers can access several applications with a single credential.
- Implemented a mobile inspection application to allow inspectors to result inspections and issue notice of infrastructure in the field. This resulted in a decrease in the overall enforcement cycle times.
- Integrated Accela and the District 311 system to automate the creation of enforcement action records in Accela based on 311 cases. Enforcement dates were also automated creating a bi-directional integration between the two systems.
- Launched its enterprise customer relationship management system (eCRM). The eCRM allows DCRA to manage all customer interactions regardless of method (phone, email, web form, and online chat). The new platform allows the customer inquiries to be routed to the appropriate division or divisions and resolved within three business days. The eCRM system ensures that issues are dealt with promptly, provides customers with email updates, and captures the full history of the situation, so that DCRA staff can easily review the case history and be fully informed. In addition, the eCRM system allows DCRA to better identify patterns and trends, which can then be used to better inform how the agency deploys resources.
- Enhanced permit application intake and review process to decrease the amount of data entry by customers, and to increase data reliability by providing data that are already available in the DCRA ecosystem.

**Elements on this page of the Agency Summary include:**

- **Funding Tables:** Past budget allotments show the allotment balance, calculated as allotments received to date less all obligations (the sum of expenditures, encumbrances, intra-District advances and pre-encumbrances). Agencies are allowed to encumber and pre-encumber funds up to the limit of a capital project’s budget authority, which might be higher than allotments received to date. For this reason, a negative balance on a project sheet does not necessarily indicate overspending or an anti-deficiency violation. A negative balance is permitted in this calculation of remaining allotment authority.
- **Additional Appropriations Data (\$000):** Provides a summary of the budget authority over the life of the project. The table can be read as follows:
  - › **Original 6-Year Budget Authority:** Represents the authority from the fiscal year in which budget was first appropriated through the next 5 years.
  - › **Budget Authority Through FY 2026 :** Represents the lifetime budget authority, including the 6-year budget authority for FY 2021 through FY 2026.
  - › **FY 2021 Budget Authority Revisions:** Represents the changes to the budget authority as a result of reprogramming, redirections and rescissions (also reflected in Appendix F) for the current fiscal year.
  - › **6-Year Budget Authority Through FY 2026 :** This is the total 6-year authority for FY 2021 through FY 2026 including changes from the current fiscal year.
  - › **Budget Authority Request Through FY 2027 :** Represents the 6-year budget authority for FY 2022 through FY 2027.
  - › **Increase (Decrease) :** This is the change in 6-year budget requested for FY 2022 - FY 2027 (change in budget authority is shown in Appendix A).
- **Estimated Operating Impact:** If a project has operating impacts that the agency has quantified, the effects are summarized in the respective year of impact.
- **FTE Data (Total budget in FTE Table might differ from actual budget due to rounding):** Provides the number for Full-Time Equivalent (FTE) employees approved as eligible to be charged to capital projects by, or on behalf of, the agency. Additionally, it provides the total budget for these employees (Personal Services), the non personnel portion of the budget in the agency’s capital plan, and the percentage of the agency CIP budget from either expense category.
- **Facility Location Map:** For those agencies with facilities projects, a map reflecting projects and their geographic location within the District of Columbia.

(Dollars in Thousands)

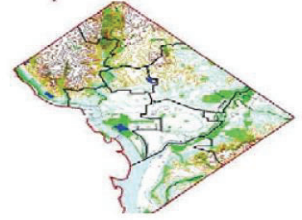
Phase	Funding By Phase - Prior Funding					Approved Funding						
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	6 Yr Total
(01) Design	2,232	173	371	0	1,688	0	0	0	0	0	0	0
(03) Project Management	165	165	0	0	0	0	0	0	0	0	0	0
(04) Construction	53,832	53,700	17	0	115	0	0	0	0	0	0	0
(05) Equipment	1,327	1,327	0	0	0	0	0	0	0	0	0	0
(06) IT Requirements Development/Systems Design	17,005	15,622	700	388	296	3,000	2,375	3,000	0	0	0	8,375
(07) IT Development & Testing	273	273	0	0	0	0	0	0	0	0	0	0
(08) IT Deployment & Turnover	36	36	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>74,870</b>	<b>71,296</b>	<b>1,087</b>	<b>388</b>	<b>2,099</b>	<b>3,000</b>	<b>2,375</b>	<b>3,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8,375</b>

Source	Funding By Source - Prior Funding					Approved Funding						
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	6 Yr Total
GO Bonds - New (0300)	22,262	22,262	0	0	0	0	0	0	0	0	0	0
Pay Go (0301)	4,892	4,792	0	0	100	0	0	0	0	0	0	0
Equipment Lease (0302)	971	971	0	0	0	0	0	0	0	0	0	0
Alternative Financing (0303)	1,646	1,646	0	0	0	0	0	0	0	0	0	0
Short-Term Bonds – (0304)	9,107	5,632	1,088	388	1,999	3,000	2,375	3,000	0	0	0	8,375
Capital (9000)	35,992	35,993	-1	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>74,870</b>	<b>71,296</b>	<b>1,087</b>	<b>388</b>	<b>2,099</b>	<b>3,000</b>	<b>2,375</b>	<b>3,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8,375</b>

Additional Appropriation Data			Estimated Operating Impact Summary							
First Appropriation FY		2001	Expenditure (+) or Cost Reduction (-)	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	6 Year Total
Original 6-Year Budget Authority		80,550								
Budget Authority Through FY 2026		81,245	IT	1,997	0	0	0	0	0	1,997
FY 2021 Budget Authority Changes		0	<b>TOTAL</b>	<b>1,997</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,997</b>
6-Year Budget Authority Through FY 2026		81,245	<b>Full Time Equivalent Data</b>							
Budget Authority Request Through FY 2027		83,245	Object	FTE	FY 2022 Budget	% of Project				
Increase (Decrease)		2,000	Personal Services	0.0	0	0.0				
			Non Personal Services	0.0	3,000	100.0				

# CR0-ISM07-IT SYSTEMS MODERNIZATION - DCRA

**Agency:** DEPT. OF CONSUMER AND REGULATORY AFFAIRS (CR0)  
**Implementing Agency:** DEPT. OF CONSUMER AND REGULATORY AFFAIRS (CR0)  
**Project No:** ISM07  
**Ward:**  
**Location:** DISTRICT-WIDE  
**Facility Name or Identifier:** INFORMATION TECHNOLOGY  
**Status:** Ongoing Subprojects  
**Useful Life of the Project:** 10  
**Estimated Full Funding Cost:** \$25,097,000



**Description:**

This project funds the continued, multi-year implementation of a variety of mission critical information technology systems involving District licensing, permitting and inspection functions. It also provides for the establishment of interfaces with other District IT systems, facilitating data sharing with OTR, DOH, DDOT, Zoning, Planning and others. This project will improve compliance with District permitting and licensing requirements, increase efficiency and enhance revenues. This will also include the infrastructure to support DCRA's IT systems. The improvements will serve DC residents and businesses as they rely on these systems to receive information and conduct their business transactions.

**Justification:**

DCRA will actively and continuously extend the functionality of its existing enterprise system (CPMS) which is based on Accela Automation and Accela Mobile Apps. This project will improve compliance with District permitting and licensing requirements, increase efficiency, and enhance revenues.

**Progress Assessment:**

This is an on-going project and progressing as planned.

**Related Projects:**

OCFO project CSP08C-Integrated Tax System Modernization and OZ project JM102C-Zoning Information Technology Systems

(Dollars in Thousands)

Phase	Funding By Phase - Prior Funding					Approved Funding						6 Yr Total
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	
(06) IT Requirements Development/Systems Design	16,722	15,339	700	388	296	3,000	2,375	3,000	0	0	0	8,375
<b>TOTALS</b>	<b>16,722</b>	<b>15,339</b>	<b>700</b>	<b>388</b>	<b>296</b>	<b>3,000</b>	<b>2,375</b>	<b>3,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8,375</b>

Source	Funding By Source - Prior Funding					Approved Funding						6 Yr Total
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	
GO Bonds - New (0300)	11,923	11,923	0	0	0	0	0	0	0	0	0	0
Pay Go (0301)	1,499	1,499	0	0	0	0	0	0	0	0	0	0
Short-Term Bonds - (0304)	3,300	1,917	700	388	296	3,000	2,375	3,000	0	0	0	8,375
<b>TOTALS</b>	<b>16,722</b>	<b>15,339</b>	<b>700</b>	<b>388</b>	<b>296</b>	<b>3,000</b>	<b>2,375</b>	<b>3,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8,375</b>

**Additional Appropriation Data**

First Appropriation FY	2007
Original 6-Year Budget Authority	18,224
Budget Authority Through FY 2026	23,097
FY 2021 Budget Authority Changes	0
6-Year Budget Authority Through FY 2026	23,097
Budget Authority Request Through FY 2027	25,097
Increase (Decrease)	2,000

**Estimated Operating Impact Summary**

Expenditure (+) or Cost Reduction (-)	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	6 Year Total
IT	1,997	0	0	0	0	0	1,997
<b>TOTAL</b>	<b>1,997</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,997</b>

**Milestone Data**

	Projected	Actual
Environmental Approvals		
Design Start (FY)	10/1/2008	10/1/2008
Design Complete (FY)		
Construction Start (FY)		
Construction Complete (FY)	09/30/2024	
Closeout (FY)	12/31/2024	

**Full Time Equivalent Data**

Object	FTE	FY 2022 Budget	% of Project
Personal Services	0.0	0	0.0
Non Personal Services	0.0	3,000	100.0