



District Department of the Environment DDOE (KG)

MISSION

The mission of the District Department of the Environment (DDOE) is to protect and enhance human health and the environment through preservation, conservation, restoration, education, enforcement, and energy efficient practices to improve the quality of life in the District of Columbia and build a world-class green city.

SUMMARY OF SERVICES

DDOE is the lead agency for creating, promulgating and enforcing District of Columbia environmental standards, in addition to implementing, through grant requirements and other mechanisms, federal environmental laws and regulations. The Department also provides certification, review and technical analysis services to both the District government and District residents through inspections, training programs, and permitting processes, in addition to providing energy-related policy, planning and direct services. Finally, the Department develops and implements innovative solutions and programs designed to improve environmental quality and sustainability in the District.

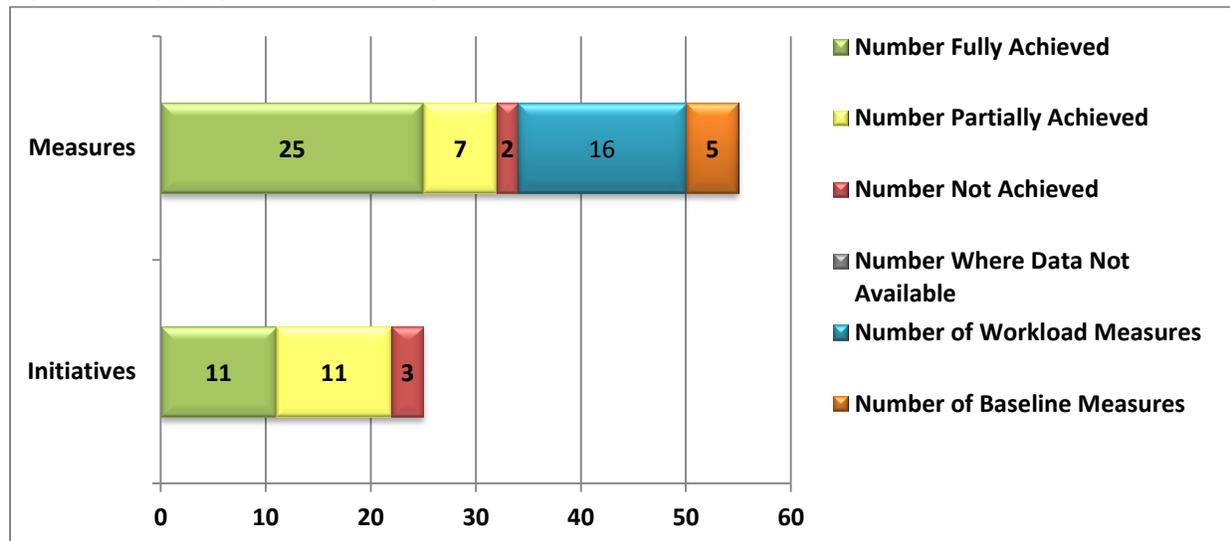
ACCOMPLISHMENTS

- ✓ Facilitated greater solar deployment in the District.
- ✓ Implemented the District's first-ever healthy homes program.
- ✓ Restored streams across the city.

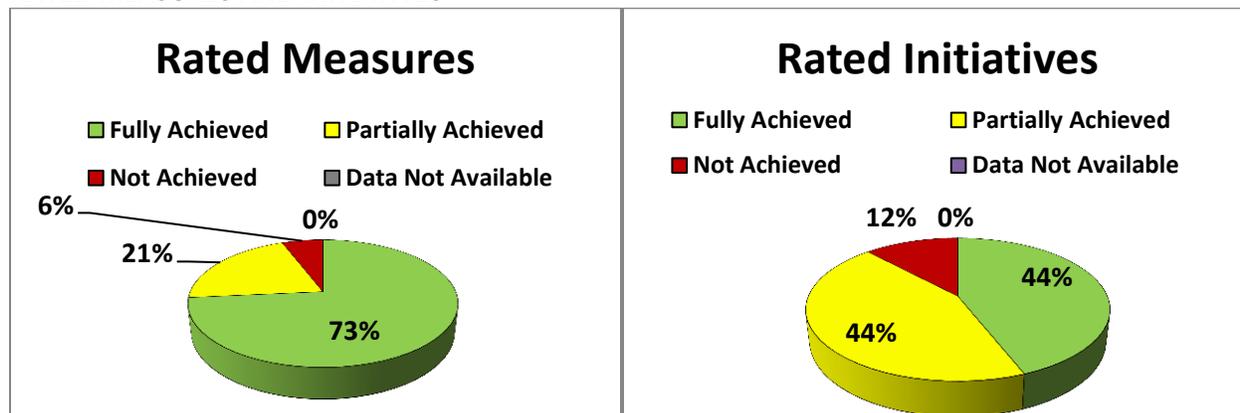


OVERVIEW OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
>= 100%	Fully Achieved
75 - 99.99%	Partially Achieved
< 75%	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Energy Administration

OBJECTIVE 1: Reduce the energy burden on the District's most vulnerable and low income populations.

OBJECTIVE 2: Facilitate market transformation by providing incentives for energy efficiency and conservation practices and renewable energy generation

● **INITIATIVE 2.1: Ensure that the Sustainable Energy Utility achieves annual benchmarks.**

This initiative was partially achieved. The DC SEU implemented energy efficiency and renewable energy programs in the residential, commercial and institutional sectors in the District with a budget of over \$13 million, and was successful in achieving all but one of the performance benchmarks, as follows. The DC SEU: Incentivized the installation of 54 solar photovoltaic systems at no cost to low-income residents. This solar program was cost effective and had an estimated societal benefit-cost ratio of 1.12; Implemented energy efficiency programs resulting in 3.73 MW reduction in peak demand, which exceeded benchmark of 2MW; Created 54 FTE green jobs for District residents, achieving 82% of the goal; (reaching 80% of the goal is considered acceptable per contract) Dedicated 35% of its annual expenditures to improving the energy efficiency of low-income housing in the District, exceeding the goal of 30%; and Completed a detailed study with data collection and analysis to determine the District's largest energy users (this is not a benchmark, but will be used to determine benchmark). However, the DC SEU did not achieve the goal to reduce per-capita energy consumption. DC SEU programs resulted in a reduction of 25,504 MWh for electricity (where the target = 91, 492 MWh) and 6,254 for natural gas (where the target was 240,000 Mcf) DDOE conducted monitoring and oversight of the DC SEU contract and programs, and offered advice, guidance and recommendations to the DC SEU on a regular basis as it relates to meeting contractual requirements and achieving performance benchmarks. Note that a final third party independent verification of FY12 activities is being conducted in FY13 to verify and will reconfirm the benchmark results provided by the DCSEU.

● **INITIATIVE 2.2: Expand electric vehicle infrastructure in the District.**

This initiative was not achieved. Recognizing the myriad benefits of alternative fueled vehicles, DDOE continues to encourage the use and adoption of electric vehicles within the District. In collaboration with the Metropolitan Washington Council of Governments, DDOE helped to craft a draft report on Electric Vehicles in Metropolitan Washington: Understanding the Region's Current EV Readiness and Options for Expanding Their Use, a final version of which will be available by December 2012. DDOE is also helping to



structure a forum for public and private entities to coordinate best practices for the region as the market develops. Additional charging locations are being added by private stakeholders, and DDOE continues to engage in discussions that will result in increasing infrastructure, EV fleet adoption/car-sharing opportunities, and privately-owned vehicles. While DDOE secured access to several charging stations through ARRA, funding constraints hindered efforts to install and deploy the chargers across the District. Going forward and in partnership with the Department of General Services (DGS) and Department of Transportation (DDOT), DDOE is exploring opportunities to install chargers in a variety of public locations including curbside and within parking lot facilities. DDOE is also developing a comprehensive electric vehicle and hybrid-electric plug-in web portal, which will provide basic information on vehicle technologies, available federal and local financial incentives, links to registration and permitting information, a map of publicly-accessible charging stations, and a link to the DC Green Dashboard's EV site, as well as alignment with other green initiatives. DDOE also recently acquired a plug-in Chevrolet Volt, which serves to educate the public and showcase our commitment to improving our fleet's fuel efficiency.

● **INITIATIVE 2.3: Facilitate greater solar deployment in the District.**

This initiative was partially achieved. During fiscal year 2012 and under the aegis of the Renewable Energy Incentive Program (REIP), DDOE supported over 300 new solar systems within the District, adding 1.6MW of solar capacity on the roofs of residences and businesses throughout all 8 Wards. According to the August 2012 Public Service Commission report of solar generator certification, there are 506 solar photovoltaic and 30 solar thermal systems in the District that are eligible for the Renewable Portfolio Standards program - approximately 5.3MW of solar capacity recognized in the District. With future funding from the Renewable Energy Development Fund (REDF), DDOE will seek to further catalyze the market while broadening the scope of the REIP to engage under-represented segments of the population. Other agency actions include: collaboration with DGS on a joint procurement effort with the U.S. Environmental Protection Agency to deploy 10MW of solar on District facilities, coordination of solar deployment programs with the DC Sustainable Energy Utility, collaborating with DCRA to streamline permitting, and an active education and outreach campaign explaining the benefits of solar.

Environmental Services Administration

OBJECTIVE 1: Transform DC residential housing into homes that do not contain environmental health hazards.

● **INITIATIVE 1.1: Implement the District's first-ever healthy homes program**

This initiative was fully achieved. All partners listed above have been fully engaged, and several additional partnerships have been secured (e.g., DC Housing Authority, Mary's Center, Hospital for Children with Special Health Care Needs, and Breathe DC). We have enrolled 72 properties under this program to date. In 51 of them, we've produced Technical Assistance Reports that were sent to the respective property owners, along



with 51 care plans that were sent to occupant families. Among other outcomes, DC Housing Authority is now looking at their housing stock with a new perspective, based on our findings.

- **INITIATIVE 1.2: Execute proactive lead enforcement strategy.**

This initiative was fully achieved. With a full complement of lead inspectors on staff, DDOE was able to launch a full-fledged proactive lead enforcement initiative. Results to date include 169 reports that DDOE has received, purporting to represent lead compliance in thousands of rental units throughout the District. DDOE staff are currently reviewing these reports, and so far have identified documentation confirming “lead-free unit” status for 1,514 rental units. DDOE is recording such data in an internal database, allowing the agency to make sound decisions regarding appropriate enforcement follow-up actions.

- **INITIATIVE 1.3: Continue building effective partnerships with other agencies.**

This initiative was partially achieved. Some partnerships are in full bloom, including between DDOE and DHCF, DGS, DOH, DHS, CFSA and DCHA. Others are still works in progress, including between DDOE and DCRA, DHCD and OSSE. Outcomes include a data sharing agreement between DHCF and DDOE; collaboration on a lead screening ad campaign between DDOE and DOH; active partnership on DDOE’s Healthy Homes Program with DHS, DOH, DCRA and DCHA; and collaboration on lead safety in foster care homes between DDOE and CFSA. Areas where more work is needed include better collaboration on permits and on enforcement between DDOE and DCRA; and collaboration on ensuring lead safety in daycares between DDOE and OSSE.

OBJECTIVE 2: Improve the Design, Implementation, and Enforcement of Emission Control Programs to Reduce Air Pollution.

- **INITIATIVE 2.1: Improve the Number and Timeliness of Air Quality Permits and Compliance and Enforcement Actions**

This initiative was fully achieved. DDOE’s Air Quality Division successfully split the single branch into two separate branches. The chief of the previously combined branch was retained as the chief of the newly formed Permitting Branch. A chief for the newly formed Compliance and Enforcement Branch was hired and is in place.

OBJECTIVE 3: Return District lands to productive use by effectively managing brownfields and underground storage tanks.

- **INITIATIVE 3.1: Initiate focused hazardous waste inspection.**

This initiative was fully achieved. DDOE’s Hazardous Waste Branch completed 75 inspections of conditionally exempt small quantity generators and 25 small quantity generators in the District. This was the first time DDOE had an opportunity to focus a full year on these types of hazardous waste generators. This strategy will be employed in the future, alternating between inspections of large quantity generators, which must be inspected every two years, and inspections of small quantity and conditionally exempt



quantity hazardous waste generators

- **INITIATIVE 3.2: Establish team to oversee cleanup at Anacostia River toxic sites.**

This initiative was partially achieved. DDOE's efforts continue and much is being accomplished. DDOE has established a Remediation and Site Response Program. The remediation team has started working on an Anacostia River sediment study that will allow for a complete examination of the damage to the Anacostia river. The remediation team is already working on the oversight of several identified contaminated sites located on the Anacostia River. A remediation services contract is in the final selection stage. Once the contract is in place, DDOE will have a dedicated contractor with capacity for emergency response, field work, sampling, and assistance with community involvement.

Natural Resources Administration

OBJECTIVE 1: Manage nonpoint source pollution / stormwater runoff by promoting Low Impact Development throughout the District of Columbia.

- **INITIATIVE 1.1: Launch the Stormwater Fee Discount Program**

This initiative was partially achieved. DDOE published proposed regulations for public comment and developed the administrative procedures to implement the Stormwater Fee Discount Program when the regulations are finalized.

- **INITIATIVE 1.2: Institute a Sustainable Design Competition.**

This initiative was partially achieved. DDOE has merged its Sustainable Design Competition with the Office of Planning's Eleventh Street Bridge Re-Purposing Design Competition. DDOE is working with Office of Planning to develop a timeline, budget, competition requirements, environmental performance criteria and list expert judges. In advance of the competition, DDOE staff have supported OP outreach and education efforts on the 11th St Bridge Repurposing design concept by providing teens participating in the city's Summer Youth Employment Program with background on DDOE's efforts to create safer, cleaner water bodies in the District and connect residents with the Anacostia Waterfront.

- **INITIATIVE 1.4: Pilot a Downspout Disconnection Program.**

This initiative was fully achieved. The Downspout Disconnection grant program was completed at the end of FY12. The program was not as successful as originally anticipated and only 37 downspouts were disconnected through the grant. Reasons for the failure of the pilot program include: 1) it was overshadowed by the more enticing RiverSmart Homes program; 2) the pilot areas had housing stock that was too difficult to disconnect; and 3) the grantee spent too much of their resources on outreach. The outcome of this effort has been to consider including downspout disconnection in a more formal way in the RiverSmart Homes program rather than starting a new/separate program.

OBJECTIVE 2: Improve regulatory compliance through increased enforcement and more



efficient customer service.

- **INITIATIVE 2.1: Deploy laptops and services such as databases for inspectors to increase the performance of water quality inspections.**

This initiative was fully achieved. The DDOE Water Quality Division Mobile Application was developed. In addition to the software that was developed, the Mobile Application includes five ultra – rugged tablet computers and a GPS unit. A two-day workshop was conducted to train inspectors and managers on how to use the system. The system is currently being used by inspectors and will achieve the following goals: enhance field inspection and compliance monitoring for the Municipal Separate Storm Sewer System (MS4) Inspection Program; enable the MS4 inspectors to more efficiently and effectively collect and manage data from field inspection and investigations; and enhance the ability to report and track progress on program goals and objectives.

OBJECTIVE 3: Monitor the health of the District’s natural resources

- **INITIATIVE 3.1: Restore streams across the city.**

This initiative was partially achieved. DDOE has made great progress on several stream restoration initiatives. For Springhouse Run a tributary of Hickey Run, designs are at 90% completion with construction scheduled for the spring. Nash Run, a tributary of the Anacostia has designs that are 35% complete. Pope Branch is at 100% designs and will be constructed in 2013. Broad Branch, a tributary of Rock Creek, daylighting designs are at 95% completion and are waiting on one design change. The project will be constructed in FY 13. The design contracts for Alger Park (a tributary of the Anacostia) and Linnean Park have just been awarded and the design contracts will be completed in FY13. For trash reduction work three trash traps were installed in the Anacostia watershed in 2012 including one on Hickey Run, one on Watts Branch, and one at James Creek. Additionally grants have been awarded to the Earth Conservation Corps and Anacostia Watershed Society for the installation and maintenance of additional custom trash traps to be installed in 2013.

OBJECTIVE 4: Encourage the public to protect natural resources through education and outreach.

- **INITIATIVE 4.1: Complete the Environmental Literacy Plan.**

This initiative was fully achieved. On July 2, 2012, the Mayor’s office transmitted the DC Environmental Literacy Plan to Council, thus fulfilling the DDOE’s entire mandate from the Healthy Schools Act. The plan was drafted with inter-agency and support. Because the Council Roundtable scheduled for October 29, 2012 was canceled due to hazardous weather conditions, adoption of the plan by the District has yet to occur. The legislation did not explicitly state the agency responsible for implementation of the plan; however, DDOE continues to facilitate inter-agency meetings, track agency implementation, and coordinate some of the no-cost action items identified in the plan.



OBJECTIVE 1: Educate and encourage environmentally-friendly and energy efficient practices to District residents, businesses, institutions and government.

OBJECTIVE 2: Develop targeted public education campaigns around upcoming DDOE and District initiatives and programs.

● **INITIATIVE 2.1: Produce educational videos on DDOE's social media and websites.**

This initiative was fully achieved. DDOE produced and posted educational environmental videos that addressed the Bag Fee, lead, radon test kits, small business weatherization, energy efficiency, and LIHEAP/energy assistance for low-income District residents. Links to all videos were placed on the DDOE website, Twitter, Facebook and uploaded to YouTube.

Office of Enforcement & Environmental Justice

OBJECTIVE 1: Increase effectiveness of enforcement collections.

● **INITIATIVE 1.1: Complete the development of DDOE's enforcement strategy.**

This initiative was fully achieved. The development of the strategy was fully complete by the end of December, 2011. The strategy is based on a comprehensive report written by the Environmental Law Institute (ELI) in Fall 2011. ELI's report provided in-depth details on the agency's enforcement program. Since December 2011, DDOE has focused on implementing the enforcement strategy using a nine-point action plan.

● **INITIATIVE 1.2: Improve enforcement efficiency.**

This initiative was not achieved. This initiative, in retrospect, was unobtainable because it required another agency to adopt procedures that had not been approved by the Chief Financial Officer. The Office of Administrative Hearings is required to receive payments on DDOE's behalf. Consequently, checks are still being sent to OAH--and a handful of these checks are not properly credited to DDOE. DDOE constantly monitors case status, and usually catches misdirected or misapplied payments.

OBJECTIVE 2: Improve data management systems.

OBJECTIVE 3: Help improve records management of enforcement programs

Office of Policy and Sustainability

OBJECTIVE 1: Track and report on government-wide sustainability initiatives.

● **INITIATIVE 1.1: Develop a comprehensive sustainability plan for the District.**

This initiative was partially achieved. After intensive community outreach (approximately 160 public meetings and events), and series of rigorous working group sessions (hundreds of people met every other week for three months), Mayor Gray released his Vision for a Sustainable DC in April 2011. To more fully flesh out the strategies in the vision plan, we are now working closely with a technical consultant to develop an action strategy for the short- and long-term. As discussed with Mayor Gray and the City Administrator, this more



comprehensive plan will be available in FY13.

- **INITIATIVE 1.2: Develop a green dashboard web portal for the District.**

This initiative was fully achieved. In partnership with OCTO, the Green Dashboard has been completed and is available to the public at www.greendashboard.dc.gov. The dashboard contains data on a variety of sustainability topics, including air quality, buildings, climate, energy, nature, waste, and water. In the future, the Green Dashboard will likely be more closely aligned with the final topics within Sustainable DC, the mayor's sustainability plan for the city.

OBJECTIVE 2: Complete analysis and plan for climate change mitigation and adaptation.

- **INITIATIVE 2.1: Reduce government CO2 emissions by 20% from 2006 levels.**

This initiative was fully achieved. Preliminary analysis comparing GHG emissions in 2006 and 2011 indicate a 23% decrease in Government Operations emissions in that time frame. In 2006, District Government operations contributed 700,000 metric tons of CO2e emissions, approximately 6 percent of the District's total emissions. Government operations include the use of District Government buildings, police and waste collection vehicles, street lighting, water distribution and wastewater treatment, and disposal of solid waste from District Government facilities. District Government seeks to reduce emissions from its operations through bold strategies such as ensuring a large portion of the energy purchased by the government is renewable. In FY 2012, DDOE continued to strengthen its Climate Action Plan to enable the District to mitigate our emissions of greenhouse gases that contribute to climate change. DDOE also began preparing for a thorough analysis of climate change impacts on District residents, property, infrastructure and ecology, with an eye towards crafting a detailed plan to enhance our resiliency and develop adaptive strategies to known and anticipated climate change impacts, such as more frequent and intense storms, more frequent and severe heat waves, increased risk of flooding, and other effects of climate change.

OBJECTIVE 3: Encourage and educate property owners on the benefits and requirements for green building in the District.

- **INITIATIVE 3.1: Implement building energy and water benchmarking for public and private buildings.**

This initiative was not achieved. In FY12, DDOE made significant strides towards fully implementing the ENERGY STAR benchmarking of public and private buildings, in accordance with the Clean and Affordable Energy Act. DDOE worked with counterparts at DGS and DC SEU to clean and compile all the energy and water consumption data for public buildings FY09-FY12; this effort was not complete as of the end of FY12. DDOE drafted and published a proposed rulemaking for energy benchmarking of public buildings, and, in response to substantial public feedback, substantially rewrote and published a second proposed rulemaking. This second proposed rulemaking received positive feedback, and DDOE is now moving to publish final regulations. In support of this regulatory program, DDOE conducted extensive public outreach on the energy benchmarking program: holding 15 briefings and/or technical trainings for over 300



attendees; sending out regular email updates to a mailing list of over 500 addresses; and working with DC SEU to set up a technical support hotline. Moreover, throughout FY12, DDOE has made a concerted effort to reach out to develop partnerships with key sectors of the community to establish pledges and challenges that engage individuals, businesses, universities, embassies, and other institutions in efforts to improve the sustainability of their facilities, practices and programs. Beginning with FY13, responsibility for the ENERGY STAR benchmarking program has been transferred to DDOE's Energy Administration.

Office of the Director

OBJECTIVE 1: Increase customer satisfaction through efficient business practices

- **INITIATIVE 1.1: Initiate an Inspection and Permit Reform Process.**

This initiative was partially achieved. DDOE staff worked with DCRA to streamline the well permitting process in FY 2012. DDOE staff created a well permitting public guidance document, including a flow chart, which has proven effective in helping the public understand the permitting process. DDOE has also been successful in completing due diligence of DCRA well permit applications within the committed-to timeframe of five business days. In addition, in FY 2012 the Air Quality Division's Permitting and Enforcement Branch was split into two smaller branches, the Permitting Branch and the Compliance and Enforcement Branch, to allow for more prompt review of drafted documents, both on the permitting side and the enforcement side.

OBJECTIVE 2: Establish and continuously maintain regulations that protect and improve the environment for District residents.

- **INITIATIVE 2.1: Write and implement regulations pertaining to air pollution control, underground storage tanks, stormwater, and green building requirements.**

This initiative was partially achieved. Although DDOE proposed more regulations than it committed to, some of the specific regulations listed were not completed in FY12. DDOE published first Proposed Rulemakings for air toxics, opacity, new source review, a voluntary clean-up program, and stormwater control. DDOE published second Proposed Rulemakings for Green Building Act (GBA) benchmarking, lead, and stormwater user discount fees. DDOE published Final Rulemakings for exceptions to the ban on swimming in the Potomac (to allow for swim events like a Triathlon) and the reduction of volatile organic compounds. DDOE determined that it did not need to adopt regulations for clean cars until proposed federal legislation on the same issue is resolved. Therefore, the two regulatory targets missed were drafting regulations to implement the coal tar ban (which are significantly done, but not final), and underground storage tank schedule of fines (which are drafted, but will be proposed with an overhaul of all DDOE fines).

OBJECTIVE 3: Develop new tools to meet the District's environmental goals.

- **INITIATIVE 3.1: Complete the pilot of the Property Assessed Clean Energy (PACE) Program.**

This initiative was partially achieved. The goals of the pilot phase of the DC PACE program were partially achieved during FY 2012 and are expected to be fully achieved within the



first quarter of FY 2013. In FY 2012 the DC PACE program completed program design and tested the model during the pilot phase. During the pilot the DC PACE team met with most of the largest owners and managers of commercial real estate in the District to educate them about DC PACE, address questions and concerns, and identify near term projects that were good candidates for PACE financing. The program identified a sizeable pipeline of potential projects that could begin within the next 12 months and a pilot project was selected to receive the first round of PACE funding. The pilot project is expected to close in the first quarter of FY 2013. Once the pilot project closes, all objectives of the pilot will have been met. In addition, during FY 2012, the DC PACE program received an initial commitment from a regional bank to fund up to \$5 million in PACE projects. Additionally, the DC PACE administrators received a foundation grant to pay for operations over the next 12 months as the program ramps up.



Performance Initiatives – Assessment Details

Performance Assessment Key:

- Fully achieved ● Partially achieved ● Not achieved ● Data not reported ● Baseline Measure
- Workload Measure

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
ENERGY ADMINISTRATION								
●	1.1	Total units weatherized	1528	295		715	242.37%	ENERGY
●	1.2	Average reduction in energy consumption per unit weatherized	25	5		23%	460%	ENERGY
●	2.1	Home Energy Rating System audits performed	1269	1250		899	71.92%	ENERGY
●	2.2	Per-capita energy consumption (Sustainable Energy Utility metric)	0	0		24504	Baseline Measure	ENERGY
●	2.3	Renewable energy generating capacity (Sustainable Energy Utility metric)	0	0		1.12	Baseline Measure	ENERGY
●	2.4	Peak energy demand in the District (Sustainable Energy Utility metric)	0	0		3732	Baseline Measure	ENERGY
●	2.5	Energy efficiency of low-income housing (Sustainable Energy Utility metric)	0	0		32.03%	Baseline Measure	ENERGY
●	2.6	Energy demand of District's largest energy users (Sustainable Energy Utility metric)	0	0			Baseline Measure	ENERGY
●	2.7	# of green-collar jobs in the District (Sustainable Energy Utility metric)	27	66		54	81.82%	ENERGY



		Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
ENVIRONMENTAL SERVICES ADMINISTRATION								
●	1.1	% of elevated blood level cases and other properties with identified hazards that are issued an Order to Eliminate Lead-Based Paint Hazards within 21 days of the property's risk assessment.	90	85		93.02%	109.44%	ENVIRONMENTAL SERVICES
●	1.2	% of children under 36 months of age being screened for lead poisoning	52	38		57.8	152.11%	ENVIRONMENTAL SERVICES
●	1.3	Number of cases of children under age six identified with a blood lead level at or above CDC's threshold of concern of 10 micrograms of lead per deciliter of blood	49	50		53	94.34%	ENVIRONMENTAL SERVICES
●	1.4	Confirmed EBLLs as % of District children tested, as compared to national average	0.3	0.75		0.33%	224.90%	ENVIRONMENTAL SERVICES
●	2.1	Number of days in which ozone levels exceed the National Ambient Air Quality Standards.	10	12		11	109.09%	ENVIRONMENTAL SERVICES
●	2.2	Number of diesel-powered vehicles or engines replaced or retrofitted.	7	4		4	100%	ENVIRONMENTAL SERVICES
●	2.3	# of full-compliance evaluations of Title V facilities	19	20		20	100%	ENVIRONMENTAL SERVICES
●	2.4	Compliance rate of gas stations and drycleaners inspected (%)	57	65		80.49%	123.83%	ENVIRONMENTAL SERVICES



		Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
●	3.1	Number of Brownfields assessments completed	0	8		6	75%	ENVIRONMENTAL SERVICES
●	3.2	# of Significant Operational Compliance (SOC) inspections of underground storage tanks completed	70	60		48	80%	ENVIRONMENTAL SERVICES
●	3.3	# of pesticide marketplace inspections	60	62		67	108.06%	ENVIRONMENTAL SERVICES
NATURAL RESOURCES ADMINISTRATION								
●	1.1	# Participants in RiverSmart Homes Program	1,266	1,250		940	75.20%	NATURAL RESOURCES
●	1.2	% of construction plans approved that contain a low impact design component.	41	50		50.75%	101.51%	NATURAL RESOURCES
●	2.1	# of inspections for stormwater management erosion/sediment control	9,364	8,000		11034	137.93%	NATURAL RESOURCES
●	2.2	% of drainage complaints responded to within 2 business days	100	95		100%	105.26%	NATURAL RESOURCES
●	2.3	# of Bag Law inspections	335	450		466	103.56%	NATURAL RESOURCES
●	2.4	# of coal tar inspections	46	60		75	125%	NATURAL RESOURCES
●	3.1	# of wildlife data samples collected	0	1200		1543	128.58%	NATURAL RESOURCES
●	3.2	% of illicit discharge complaints investigated within 5 business days	95	95		95.92%	100.97%	NATURAL RESOURCES
●	3.3	# of water quality samples collected and analyzed	2,516	2,740		2,778	101.39%	NATURAL RESOURCES



		Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
●	4.1	# of Aquatic Resources Education Center visitors	3,479	1,728		4,041	233.85%	NATURAL RESOURCES
OFFICE OF COMMUNITY RELATIONS								
●	1.1	% of District residents reached by DDOE Outreach and Education	0	75		89.53%	119.38%	COMMUNITY RELATIONS
●	2.1	# of DDOE social media followers (Facebook and Twitter)	0	2,000		5,004	250.20%	COMMUNITY RELATIONS
OFFICE OF ENFORCEMENT & ENVIRONMENTAL JUSTICE								
●	1.1	Amount collected from fines and penalties	0	175,000		\$260,805.90	149.03%	ENFORCEMENT AND ENVIRONMENTAL JUSTICE
●	1.2	compliance rate of enforcement actions processed	0	75		69.05%	92.06%	ENFORCEMENT AND ENVIRONMENTAL JUSTICE
●	1.3	rate of return on infractions collections	0	50		40.73%	81.47%	ENFORCEMENT AND ENVIRONMENTAL JUSTICE
OFFICE OF POLICY AND SUSTAINABILITY								
●	1.1	% of sustainability indicators updated on time	0	90		90.37%	100.41%	POLICY AND SUSTAINABILITY
●	3.1	# of buildings reporting ENERGY STAR benchmarking data to DDOE	0	250		0	0%	POLICY AND SUSTAINABILITY
OFFICE OF THE DIRECTOR								
●	1.1	% of subgrantee's budget spent on programmatic costs	42	65		93.49%	143.83%	AGENCY MANAGEMENT
●	1.2	% of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	74	100		100%	100%	AGENCY MANAGEMENT



		Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
●	4.1	# of complaints received from tenants about presence of deteriorated paint	19	NA		40	WORKLOAD MEASURE	ENVIRONMENTAL SERVICES
●	4.2	# of complaints received from residents about unsafe work practices	57	NA		32	WORKLOAD MEASURE	ENVIRONMENTAL PROTECTION
●	4.3	# of households receiving energy assistance	28,159	NA		21,688	WORKLOAD MEASURE	ENERGY PROGRAM
●	4.4	# of applications received for the Home Energy Rating System program	2,951	NA		1,000	WORKLOAD MEASURE	ENERGY PROGRAM
●	4.5	# of applications received for the Renewable Energy Incentive Program	394	NA		762	WORKLOAD MEASURE	ENERGY PROGRAM
●	4.6	# of chapter 2 permit applications received	162	NA		152	WORKLOAD MEASURE	ENVIRONMENTAL SERVICES
●	4.7	# of air quality complaints received	65	NA		124	WORKLOAD MEASURE	ENVIRONMENTAL SERVICES
●	4.8	# of ambient air quality monitors operated and maintained	38	NA		35	WORKLOAD MEASURE	ENVIRONMENTAL SERVICES
●	4.9	# of applications received for the RiverSmart Homes program	1,266	NA		1,268	WORKLOAD MEASURE	NATURAL RESOURCES
●	4.10	# of Freedom of Information Act Requests	405	NA		306	WORKLOAD MEASURE	AGENCY MANAGEMENT PROGRAM
●	4.11	# of Environmental Impact Statement Forms received	32	NA		37	WORKLOAD MEASURE	AGENCY MANAGEMENT PROGRAM
●	4.12	# of requests to respond to potential spills or releases	54	NA		50	WORKLOAD MEASURE	ENVIRONMENTAL SERVICES



		Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
●	4.13	# of complaints of potentially unsafe pesticide use	4	NA		50	WORKLOAD MEASURE	ENVIRONMENTAL SERVICES
●	4.14	# of new applications received for the Voluntary Cleanup Program (Brownfields)	2	NA		2	WORKLOAD MEASURE	ENVIRONMENTAL SERVICES
●	4.15	# of registered pesticides in the District	6,811	NA		7,115	WORKLOAD MEASURE	ENVIRONMENTAL SERVICES
●	4.16	# of enforcement actions processed by the OEEJ	195	NA		145	WORKLOAD MEASURE	ENFORCEMENT AND ENVIRONMENTAL JUSTICE