



MURIEL BOWSER
MAYOR

October 3, 2023

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

Dear Chairman Mendelson:

In accordance with section 2 of the Confirmation Act of 1978, effective March 3, 1979 (D.C. Law § 2-142; D.C. Official Code § 1-523.01), and pursuant to section 104 of the Department of Buildings Establishment Act of 2020, effective April 5, 2021, (D.C. Law 23-269; D.C. Official Code § 10-561.04), I am pleased to nominate the following person:

Ms. Nicole Rogers
Southern Avenue SE
Washington, DC 20020
(Ward 7)

for appointment as Chief Building Official in the Department of Buildings, to serve a five-year term.

Enclosed you will find biographical information detailing the experience of Ms. Rogers and a proposed resolution to assist the Council during the confirmation process.

I would appreciate the Council's earliest consideration of this nomination for confirmation. Please do not hesitate to contact me, or Steven Walker, Director, Mayor's Office of Talent and Appointments, should the Council require additional information.

Sincerely,

A handwritten signature in black ink that reads "Muriel Bowser".

Muriel Bowser
Mayor



Chairman Phil Mendelson
at the request of the Mayor

A PROPOSED RESOLUTION

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

To confirm the appointment of Ms. Nicole Rogers as the Chief Building Official of the Department of Buildings.

RESOLVED, BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this resolution may be cited as the "Department of Buildings Chief Building Official Nicole Rogers Confirmation Resolution of 2023".

Sec. 2. The Council of the District of Columbia confirms the appointment of:

Ms. Nicole Rogers
Southern Avenue SE
Washington, DC 20020
(Ward 7)

as the Chief Building Official of the Department of Buildings, pursuant to section 104 of the Department of Buildings Establishment Act of 2020, effective April 5, 2021 (D.C. Law 23-269, D.C. Official Code § 10-561.04), for a five-year term.

Sec. 3. The Council of the District of Columbia shall transmit a copy of this resolution, upon its adoption, to the nominee and to the Office of the Mayor.

Sec. 4. This resolution shall take effect immediately.

Nicole A. Rogers

Public servant with the District of Columbia Government for 13 years, including 6 years of leadership roles. Highly knowledgeable of government systems, performance standards, municipal policies, and procedures that impact government agencies, DC residents, and consumers.

Professional Skills

- Ability to adapt regulatory authorities into processes and policies.
- Expert in government performance and customer service standards.
- Expert knowledge of the Department of Building's regulatory authority applicable codes.
- Experienced in developing systems to adhere to operational needs and goals.

Professional Experience

Department of Buildings
February 2023 - *Present*

Position	Deputy Chief Operating Officer
Responsibilities	Developed a customer service training pilot to improve the performance of the department's front-facing staff and how they serve internal and external customers. Coordinates process improvement strategies for permit and inspection services to include streamlining the Certificate of Occupancy process. Collaborates on agency budget adjustments and contracting. Facilitates resolution for complex matters across agency divisions.

Department of Buildings (Formerly Department of Consumer and Regulatory Affairs)
Permit Center
April 2020 - February 2023

Position	Permit Center Manager
Responsibilities	Led permit operations per the D.C.M.R Title12 - A, 2017 DC Construction Codes, Chapter 1 Administration and Enforcement. Duties included daily collaboration with the Agency Director, Chief Building Official, Deputy Chief Building Official, and Plan Review and Inspection Program Managers for proper compliance with DC Building Construction Codes. Responsible for ensuring that permits are processed in accordance with the current building and zoning regulations. Interprets, administers, and enforces building regulations to influence the permit process and policies established by the department. Provides guidance and direction for complex permitting issues. Collaborates internally and externally with other agencies to educate and improve the transparency of permitting. Responsible for the administering of all DC-established addresses and private streets within the Master Address Repository system as per the DCMR Title 12A, Section 118.
Accomplishments	Designed the Permit Wizard application platform for residential and commercial permitting; Developed ongoing training with other agencies/divisions involved in the permitting review process; digitized in-person operations to 100% online processing for permitting services to include automating workflows.

Department of Consumer and Regulatory Affairs
Permit Center
September 2017 – April 2020

Position Permit Center Supervisor

Responsibilities Led floor operations of Permit Center to include line staff providing in-person services. Responsible for the review, and assignment of all DC established addresses and private streets within the Master Address Repository system. Supervised all floor operations within the Permit Center including plan review staff. Developed templates for the agency's publications to concisely communicate permitting requirements to consumers and stakeholders.

Accomplishments Created detailed checklist for permit screenings to enhance consistency and efficiency for permit intake of permit applications; collaborated with agency managers to create the Homeowner's Series to educate homeowners on the permitting process.

Office of Risk Management, Executive Office of the Mayor
Public Sector Workers' Compensation Program (PSWCP)
August 2015 – September 2017

Position Program Analyst

Responsibilities Evaluated and oversaw the Third-Party Administrator (TPA), CorVel, which administers the workers' compensation program for the DC Government. Responsible for executive-level projects including formulating strategic plans for program regulations, policies, and procedures. Drafts internal and external memorandums and other communications to decision-makers for procedural implementation and execution. Developed and implemented the communications strategy for the PSWCP, including:

- Conversion of workers' compensation payments into PeopleSoft from the TPA
- Adoption of new program regulations and procedures

Provided direct support to the PSWCP Administrator and senior staff to create and strengthen program policies and objectives. Evaluates the TPA's performance to ensure quality customer service and program responsiveness. Manages critical elements and issues within the payroll operation for the program and is responsible for communicating with sister agencies, such as the Office of the Chief Technology Officer (OCTO), Office of the Chief Financial Officer (OCFO), and DC Human Resources (DCHR) to confirm accuracy in compensation rates and applicable coverages. Examines program data to identify trends and other comprehensive analyses of compensation payments and workplace injuries including Key Performance Measures, reports, and dashboards. Organizes program training and other outreach efforts to injured employees and to district government agencies.

Accomplishments Collaborated extensively with Office and Pay and Retirement Services (OPRS) and DCHR to automate workers' compensation payments via PeopleSoft.

Department of Consumer and Regulatory Affairs
Permit Operations Division
May 2013 – August 2015

Position Assistant to the Deputy Chief Building Official

executive personnel. Manages all division data including Key Performance Indicators (KPIs), annual reports, and summaries to detail productivity and identify challenges. Proposed solutions for critical issues and is the point of contact for the division's critical and high-level projects. Troubleshoots internal and external issues that are brought to the management level, including customer service concerns. Managed the division's outreach efforts such as stakeholder engagements, third-party plan review meetings, and the permit advisory group. Created communications such as manuals, flyers, guidelines, and checklists for the division.

Accomplishments Created permitting guides to assist customers with permitting and plan review. Involvement with agency strategic planning committees for agency/divisional improvements.

Department of Consumer and Regulatory Affairs
Inspections and Compliance Administration
August 2011 – May 2013

Position Contact Representative for the Housing Inspections Unit & the Illegal Construction Unit

Responsibilities Provided administrative support for inspection managers. Accountable for scheduling illegal construction inspections and appeal hearings. Drafted case settlements and follow-up actions. Corresponded with different district agencies and council offices regarding constituent complaints and concerns for the division. Created and organized case files for commercial and residential properties. Assisted the DCRA customer service line for the Permit and Inspections Scheduling Division. Assigned as the Summer Youth Coordinator for the division.

Other Professional Experience

US Travel Association
National Council Committee
June 2011 – August 2011
Staff Assistant

The White House
Office of Presidential Correspondence
January 2011 – May 2011
Spring Intern

Education

George Mason University – Master of Public Policy
Completion Date – December 2016

Virginia Union University- Bachelor of Arts, Humanities, and Social Sciences
Completion Date - December 2010



Executive Office of the Mayor - Office of Talent and Appointments
John A. Wilson Building | 1350 Pennsylvania Avenue, Suite 600 | Washington, DC 20004

NICOLE ROGERS



Nicole Rogers is a dedicated third generation public servant with over 13 consecutive years of experience working for three District of Columbia government agencies: the Department of Consumer and Regulatory Affairs (“DCRA”), Department of Buildings (“DOB”), and the Executive Office of the Mayor. She currently serves as Deputy Chief of Operations where she leads DOB’s Permit Center Operations and manages cross functional strategic project execution involving customer service resolution, technology, and process enhancements.

Ms. Rogers began her career at DCRA as a contact representative for the Housing Inspections and Illegal Construction Unit. She was promoted consistently into leadership positions in DCRA’s Permitting and Plan Review departments, where she led the digital transformation of the Permitting Center, which was fundamental to how the agency operated and provided services during the COVID-19 pandemic. Using her strong knowledge of building code and zoning regulations, she has led multiple community engagement workshops and has been invited to speak at interagency conferences to share her experience on how to navigate complex regulatory environments while delivering citizen services at an exemplary level.

A Ward 7 resident, Ms. Rogers earned a Bachelor of Arts in Humanities and Social Sciences from Virginia Union University and a Master of in Public Policy from George Mason University.



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of Mayor Muriel Bowser



Office of the General Counsel to the Mayor

To: Tommy Wells, Steve Walker
From: Betsy Cavendish
Date: October 3, 2023
Subject: Legal sufficiency review of Resolution nominating Nicole Rogers as the Chief Building Official, Department of Buildings

This is to Certify that this office has reviewed the above-referenced resolution and found it to be legally unobjectionable. If you have any questions in this regard, please do not hesitate to call Erika Satterlee, Deputy General Counsel, Executive Office of the Mayor, at 202-724-1303, or me at 202-724-7681.

A handwritten signature in cursive script that reads 'Elizabeth A. Cavendish'.

Elizabeth A. (Betsy) Cavendish