

Deputy Mayor for Operations and Infrastructure FY2023

Agency Deputy Mayor for Operations and Infrastructure

Agency Code KO0

Fiscal Year 2023

Mission The mission of the Deputy Mayor for Operations and Infrastructure (DMOI) is to support the Mayor to ensure a strong and sustained District government focused on maintaining, strengthening, and investing in the District's infrastructure (built and natural environment) and delivering high-quality government services to residents, non-residents and businesses.

Strategic Objectives

Objective Number	Strategic Objective
1	Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals.
2	Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement.
3	Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1 - Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals. (1 Measure)					
Percent of key DMOI goals achieved in FY20	Up is Better	50%	100%	80%	80%
2 - Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement. (3 Measures)					
Percent of FY22 total cluster agency KPIs met or exceeded	Up is Better	75.3%	84.9%	80%	80%
Percent of FY22 total cluster agency strategic initiatives met or exceeded	Up is Better	95.1%	89%	80%	80%
Percent of DMOI Cluster 311 requests completed within Service Level Agreement	Up is Better	New in 2022	New in 2022	New in 2022	80%
3 - Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government. (1 Measure)					
Percent of DMOI IQs turned around within 48 hours	Up is Better	99.3%	100%	96%	96%

Operations

Operations Title	Operations Description	Type of Operations
1 - Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals. (2 Activities)		
Communications	Support EOM Communications and DMOI agency Communication Directors with the efficient collection and distribution of information within and outside the government	Daily Service
Advocacy	Assist DMOI cluster agencies with issues/barriers impeding their ability to effectively carry out their mission and complete their projects (i.e., capital, climate change, resilience, clean energy act, etc)	Daily Service
2 - Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement. (2 Activities)		
Legislation	Review and approve all DMOI cluster agency legislative and rulemaking requests and coordinate with other governmental agencies, including the Council.	Daily Service
Policy	Recommend and review policies and programs using data and best practices to promote cluster agencies and improve agency operations	Daily Service
3 - Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government. (3 Activities)		
Performance Management	Review, approve and track DMOI cluster agencies' performance plans to ensure improved outcomes, accurate information and efficiencies	Daily Service
Customer Service	Receive, track and assist in resolving DMOI cluster agencies' constituent and customer issues and concerns elevated above the agency level	Daily Service
Budget	Support DMOI cluster agencies regarding budgetary needs and priorities to ensure agency and Mayoral priorities are met or exceeded	Daily Service

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
1 - Advocacy (1 Measure)		
Number of DMOI key goals met	2	5
1 - Communications (1 Measure)		
Number of DMOI cluster agency MMB events	46	29
2 - Legislation (1 Measure)		
Number of DMOI IQs received	294	202
2 - Policy (1 Measure)		
Number of FY22 fatal traffic related deaths	38	29
3 - Customer Service (1 Measure)		
Number of DMOI related customer complaints reviewed	120	0
3 - Performance Management (2 Measures)		
Number of DMOI Strategic Initiatives met	24	36
Number of DMOI KPIs met	12	16