



DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE FY 2024 PERFORMANCE PLAN

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1 DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE

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 Districts infrastructure (built and natural environment) and delivering high-quality government services to residents, non-residents and businesses.

Services: The Deputy Mayor for Operations and Infrastructure: Oversees the District governments performance of infrastructure and government services agencies; Develops strategies and policies to achieve the Mayors infrastructure, mobility, sustainability, financial services, and government services goals by aligning agency budgets, engaging key stakeholders (including independent agencies), and ensuring the implementation of programs and operations; Works with agencies to achieve a safe, reliable, and robust multimodal transportation network focusing on pedestrians, bicycles, personal mobility devices, mass transit, for-hire vehicles, and motor vehicles; and Develops and assesses innovative ways to provide faster, more transparent and customer-friendly government services for residents, non-residents, and businesses, including licensing, permitting, inspections, financial services, solid waste collection, recycling, snow removal, street/sidewalk/alley repair, energy use, and ticketing.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals.

Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement.

Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals.		
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
Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement.		
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
Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government.		
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

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators					
Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals.					
Percent of key DMOI goals achieved	Up is Better	100%	94.4%	80%	80%
Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement.					
Percent of DMOI Cluster 311 requests completed within Service Level Agreement	Up is Better	New in 2022	82.4%	80%	80%
Percent total cluster agency KPIs met or exceeded	Up is Better	84.9%	85.2%	80%	80%
Percent of total cluster agency strategic initiatives met or exceeded	Up is Better	89%	92.9%	80%	80%
Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government.					
Percent of DMOI IQs turned around within 48 hours	Up is Better	100%	100%	98%	98%

Workload Measures

Measure	FY 2021	FY 2022
Advocacy		
Number of DMOI key goals met	5	3
Communications		
Number of DMOI cluster agency MMB events	29	11
Legislation		
Number of DMOI IQs received	202	310
Policy		
Number of traffic-related deaths	29	34
Customer Service		
Number of DMOI related customer complaints reviewed	0	79
Performance Management		
Number of DMOI KPIs met	16	18
Number of DMOI Strategic Initiatives met	36	4