



Executive Office of the Mayor EOM (AA)

MISSION

The mission of the Office of the Mayor (EOM) is to serve the public by leading the District Government and ensuring residents are served with efficiency, accountability and transparency.

SUMMARY OF SERVICES

The Executive Office of the Mayor (EOM) provides District agencies with vision and policy direction, and provides agencies with the leadership, support, and oversight to implement specific policy goals and objectives. To discharge these duties, EOM is divided into six core offices: the Office of the Mayor, Support Services, Boards and Commissions, the Office of Communications, the Office of Policy and Legislative Affairs and the Mayor's Correspondence Unit.

The **Office of the Mayor** provides leadership and policy direction to the EOM, Deputy Mayors, and agencies. **Support Services** provides operation support to EOM, Deputy Mayors, the City Administrator and various agencies. **Boards and Commissions** provides assistance to the Mayor in appointing citizens to District boards and commissions. The **Office of Communications** provides media relations, public information, agency communications review and coordination, and emergency preparedness response services to the public, media and District government. The **Office of Policy and Legislative Affairs** provides advice, analysis and assistance to the Mayor and his cabinet in successfully advocating a legislative and policy agenda. The **Mayor's Correspondence Unit** answers written correspondence sent to the Mayor in a timely, thoughtful, and helpful manner.

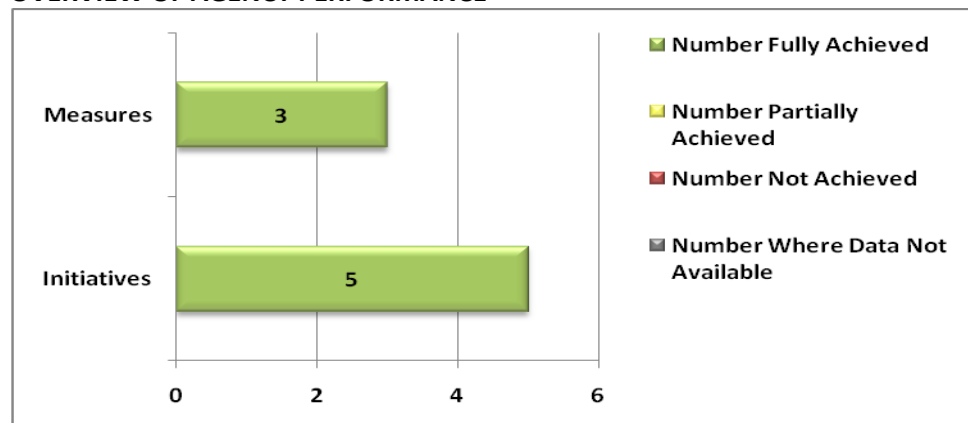
AGENCY OBJECTIVES

1. Ensure we have a city that focuses on core priorities including education, public safety, healthcare, human services, environment and infrastructure, and economic development and affordable housing.
2. Provide leadership, strategic and policy direction to the Deputy Mayor and agencies.
3. Develop strong policy initiatives and forge relationships with the Council of the
4. Provide responsive action to new and persistent neighborhood issues and constituent service inquiries.
5. Share the Mayor's vision for the District with constituents and in the press.

ACCOMPLISHMENTS

- ✓ Exceeded goal for the number of public information events held by the Office of Communications.
- ✓ Reduced the number of the days to successfully close new cases received by MCU.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

OBJECTIVE 1: ENSURE WE HAVE A CITY THAT FOCUSES ON CORE PRIORITIES INCLUDING EDUCATION, PUBLIC SAFETY, HEALTHCARE, HUMAN SERVICES, ENVIRONMENT AND INFRASTRUCTURE, AND ECONOMIC DEVELOPMENT AND AFFORDABLE HOUSING.

INITIATIVE 1.1: Continue to monitor agency performance plans and performance measurements to ensure that they are meaningful to the public and accurately reflect government performance.

51 CapStat sessions were held in FY09. The chart below shows the distribution of sessions by agency or topic.



9 DOES	4 DYRS	4 DPR	2 DCRA
3 DDOT	2 MPD	2 DMH	2 DDOE
2 FEMS	2 DCPS	2 DHS	1 DMV
1 DHCF	1 HASTA/DOH	2 Chain Bridge Fire	8 Inauguration
1 DOH	1 OSSE	1 BRPAA	
1 Joint CapStat/StateStat with MD			

OBJECTIVE 2: PROVIDE LEADERSHIP, STRATEGIC AND POLICY DIRECTION TO THE DEPUTY MAYOR AND AGENCIES.

INITIATIVE 2.1: Continue to host regular Cabinet meetings with Deputy Mayors and agency directors.



Cabinet Meetings were held on the following dates during FY 2009: 10/29/08, 11/21/08, 12/19/08, 2/27/09, 3/20/09, 4/30/09, 5/15/09, 6/26/09, 8/31/09, and 9/14/09.

OBJECTIVE 3: DEVELOP STRONG POLICY INITIATIVES AND FORGE RELATIONSHIPS WITH THE COUNCIL OF THE DISTRICT OF COLUMBIA, THE UNITED STATES CONGRESS, AND OTHER GOVERNMENT STAKEHOLDERS.

INITIATIVE 3.1: Continue to regularly interact with Members of the Council of the District of Columbia, Members of Congress and other government stake holders.



The Mayor's office hosted 11 Council Breakfasts and 4 meetings with Federal Officials in FY09.

OBJECTIVE 4: PROVIDE RESPONSIVE ACTION TO NEW AND PERSISTENT NEIGHBORHOOD ISSUES AND CONSTITUENT SERVICE INQUIRIES.

INITIATIVE 4.1: Improve Public Response Times and Communication from the EOM.



The Mayor's Correspondence Unit proactively monitors current events in order to develop responses to hot topics before the first correspondence reaches the MCU. In addition, we are



in constant communication with all agencies in order to identify new topics that we can develop ready-to-use responses. All responses are archived by Agency and response type.

OBJECTIVE 5: SHARE THE MAYOR'S VISION FOR THE DISTRICT WITH CONSTITUENTS AND IN THE PRESS.

INITIATIVE 5.1: Continue to host weekly public information events throughout the District of Columbia.

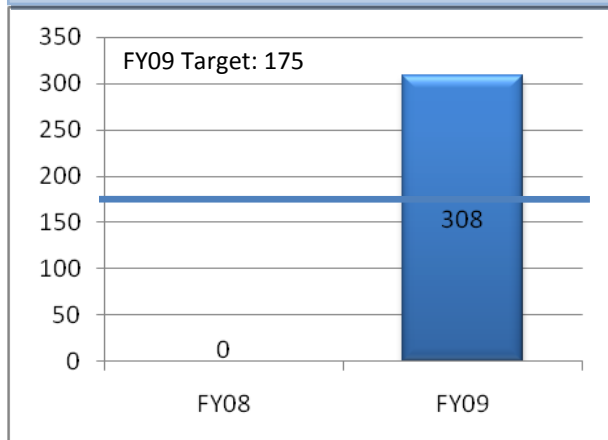


Total in FY2009* Press Conferences: 308 * Beginning Oct. 1, 2008 and ending October 31, 2009.



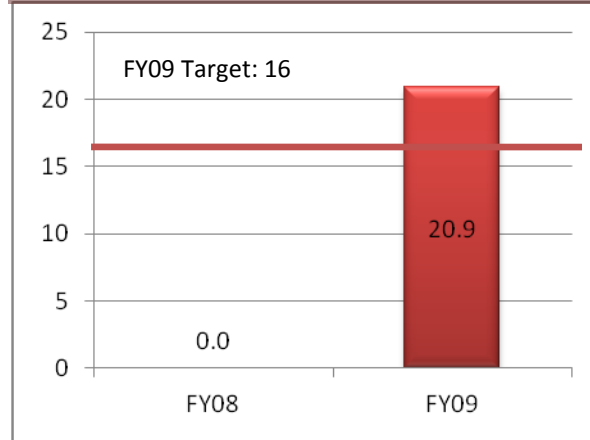
Key Performance Indicators – Highlights

From Objective 5: Number of public information events held by the Office of Communications.



FULLY ACHIEVED

From Objective 6: Number of days it takes to successfully close new cases received by the Mayor's Correspondence Unit.



PARTIALLY ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?

- In an effort to increase transparency and accountability within EOM, the Office of Communications held press conferences to keep the public aware of the activities of DC government agencies.

What external factors influenced this indicator?

- Various events that took place within the District (ie: snow storm, crime, etc) required a public response from District agencies.

How did the agency's actions affect this indicator?

- Raised awareness of the MCU by sending out a bi-weekly report that included Directors, agency COS, and POC's detailing exactly what is expected and the details of each unanswered correspondence.
- Sent acknowledgement letters including agency contact information, which encouraged agencies to respond faster.

What external factors influenced this indicator?

- N/A



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved ● Partially achieved ● Not achieved ● Data not reported

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
●	1.1 Percent of agency initiatives successfully completed.	0	60	90%	150%	MAYOR, OFFICE OF THE
●	4.1 Number of days it takes to successfully close new cases received by the Mayor's Correspondence Unit.	0	16	20.9	76.55%	AGENCY MANAGEMENT SUPPORT
●	5.1 Number of public information events held by the Office of Communications.	0	175	308	176%	MAYOR, OFFICE OF THE