



## 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

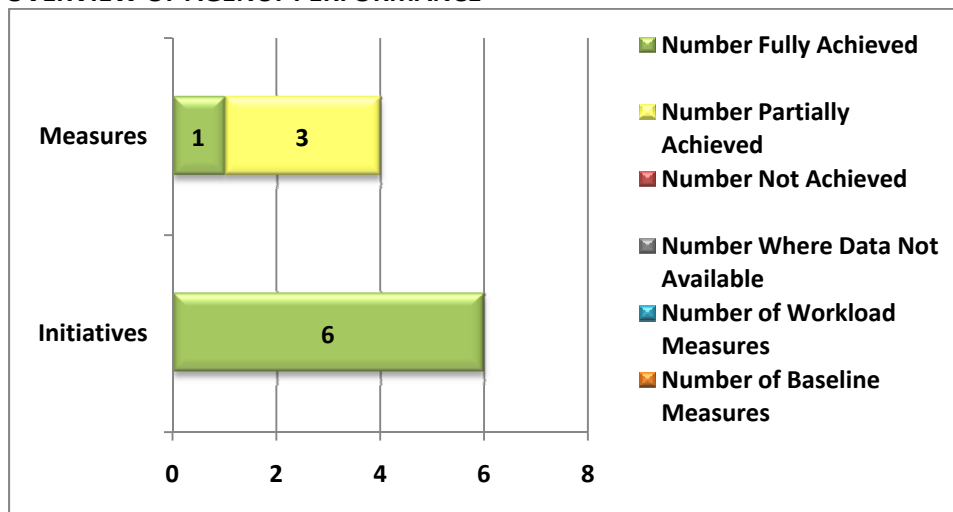
The Executive Office of the Mayor (EOM) provides District agencies with vision and policy direction, and provides agencies with the leadership, support, and oversight to implement specific policy goals and objectives. To discharge these duties, EOM is divided into six core offices: the Office of the 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.

### ACCOMPLISHMENTS

- ✓ Improved public response times and communication from the EOM
- ✓ Launched the new dc.gov web portal
- ✓ Hosted weekly public information events throughout the District of Columbia and posted the events on a public calendar

### 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.**

In February 2010, the District launched the public version of TrackDC. This agency management dashboard added transparency to performance reporting, budgeting, HR statuses, and procurement data. In FY 2010, OCA published performance plans for 32 agencies containing performance initiatives and key performance indicators at the division level. In FY2010 agencies reported on approximately 30% more outcome, operations, and workload measures than in prior years. In FY09 the DC Office of Zoning was the only agency reporting workload figures, which provide a more robust picture of demands on agency resources. In FY 10, 24 agencies (both independent and Executive reporting) added workload measures to their performance plans.

This added level of detail increases operational transparency, and when combined with TrackDC, provides an unprecedented level of public access to agency data.

### **OBJECTIVE 2: Expand the city's ability to communicate and interact more effectively with constituents and visitors.**

- **INITIATIVE 2.1: Launch the new DC.GOV web portal.**

The Office of the Mayor successfully launched the new DC.GOV web portal through the work of the individual agencies coordinated by the Office of the Chief Technology Officer. Starting with the Office of the Mayor, agencies began migrating old websites into the new portal with the majority of agencies now successfully migrated or with a scheduled date of launch.

### **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 several Council Breakfasts and meetings with Federal officials in FY10. The Executive Office of the Mayor responded to Council requests for information, meetings and more on a regular basis.



**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.**  
Goal was 16 days, the EOM actually improved response times to include 15 days.

**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.**  
The Mayor's Office held press conferences and various other media events. The Mayor continued to work with the media to provide the public with a transparent government.

**OBJECTIVE 6: Ensure that District boards and commissions have the most qualified and appropriate number of members.**

- **INITIATIVE 6.1 Find candidates to serve on boards or commissions that have a large number of people serving on a do not have quorum.**  
The Mayor's Office successfully worked to ensure that boards and commissions were functioning well and that they were properly staffed.



## Key Performance Indicators – Details

### Performance Assessment Key:

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

	Measure Name	FY2009 YE Actual	FY2010YE Target	FY2010YE Actual	FY2010 YE Rating	Budget Program
●	1.1 Percent of agency initiatives successfully completed	70	75	64.44%	85.92%	
●	4.1 Number of days it takes to successfully close new cases received by the Mayor's Correspondence Unit	20.9	20	7	285.71%	MAYOR'S CORRESPONDENCE UNIT
●	5.1 Number of public information events held by the Office of Communications	308	300	289	96.33%	
●	6.1 Number of nominations made to fill seats on boards and commissions.	357	275	217	78.91%	BOARDS AND COMMISSIONS