



Executive Office of the Mayor EOM (AA)

MISSION

The mission of the Executive 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 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, the EOM is divided into four core offices: Executive Office of the Mayor, the Office of Boards and Commissions, the Office of Policy and Legislative Affairs, the Office of Community Affairs.

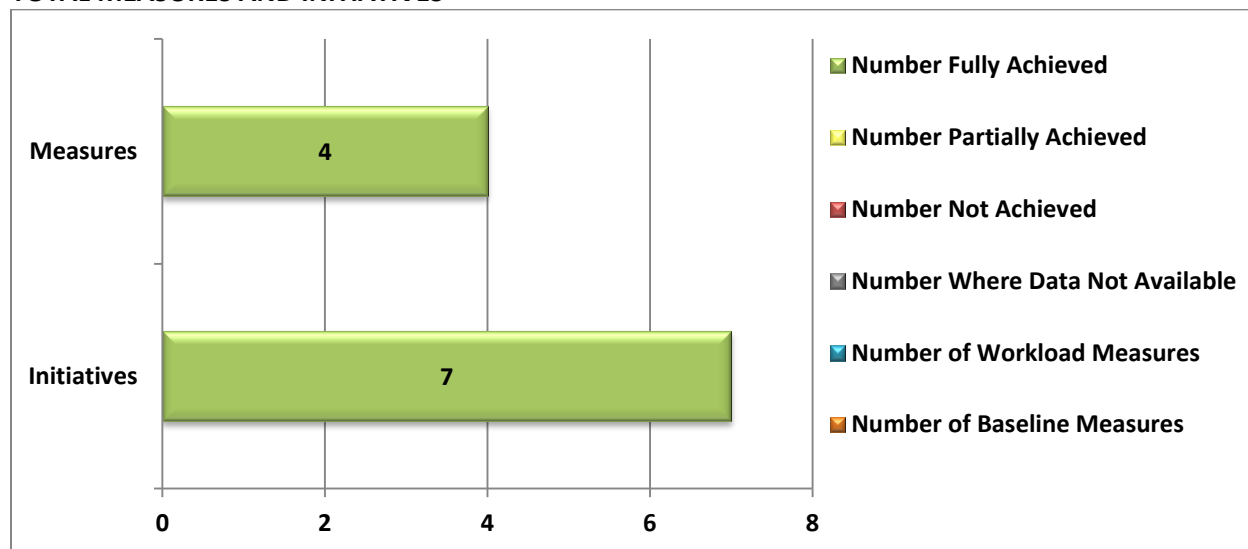
Accomplishments

- ✓ **The Mayor's Office on Budget and Finance implemented several successful strategies to create a structurally balanced FY 2012 budget without the use of any of the District's fund balance as had been the practice under the prior administration.** In fact, the FY 2012 CAFR reports a significant budget surplus of \$417 million. This accomplishment helps protect the District's credit rating, reduces interest rates, and ultimately saves taxpayer dollars.
- ✓ **OBC inherited approximately 900 vacancies on District boards and commissions in FY 2011. Many boards had been inactive for some time or did not have a quorum operate. Over the past two years, OBC has steadily filled the District's boards and commissions.** In FY 2012 alone, OBC reduced the number of boards and commissions without a quorum from 29 boards to a current level of 4 boards by appointing approximately 552 individuals to serve. OBC's efforts and determination to recruit highly qualified candidates allows the public the opportunity to provide important advisory, regulatory, and policy-making services to the Mayor and all constituents in the District.
- ✓ **On February 11, 2012 the Executive Office of the Mayor conducted its first One City Summit which convened over 1,000 DC residents to share ideas and ultimately help create the One City Action Plan.** Residents were given the opportunity to share ideas with each other and help find solutions to the challenges the City faces. The information gathered from the summit was a component in developing the One City Action Plan. The Plan focuses on three primary goals; Grow and Diversify the District's Economy; Educate and Prepare the Workforce for the New Economy; and Improve the Quality of Life for All. It brings together, in one document, those goals as well as strategies and action steps to make "One City" vision a reality. The Plan's strategies and action were shaped by resident feedback during the summit.
- ✓ **The District of Columbia rolled out grade.dc.gov in June 2012 and announced the first round of grades in July 2012.** Grade.dc.gov allows residents via online survey, Twitter, or text message to instantaneously provide feedback on city services. This first-in-the-nation pilot initially covered five District agencies. With each month's grade announcement, agencies were encouraged to address feedback specific to their agencies by outlining what changes they will make to address their customers' concerns. Participating agencies were able to trend their customer service and social media data in near-real-time which allowed them to make better strategic decisions. For current agency grades please visit <http://grade.dc.gov/>.

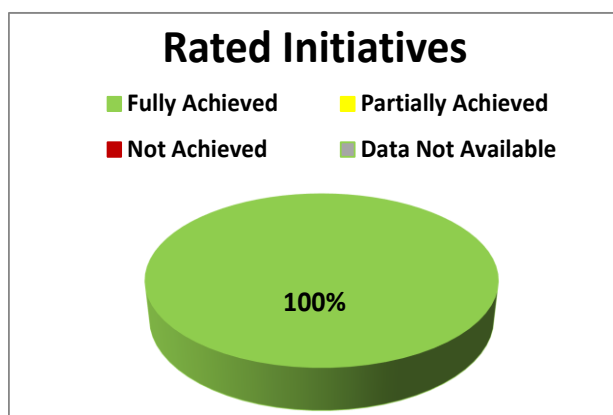
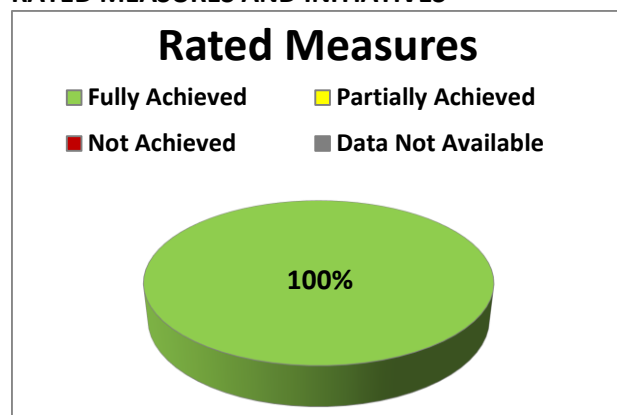


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

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

Major's Office of Budget and Finance

OBJECTIVE 1: Facilitate the direction and goal of the Mayor's vision for the District's operating and annual capital budget in a structurally balanced fashion each fiscal year.

- **INITIATIVE 1.1: Establish a more stable budgetary process that reduces the need for re-programming's and revised budgetary actions.**

Fully achieved: MOBF established a budgetary process that resulted in a structurally balanced budget without the use of any of the District's fund balance. The office was able to rebuild the City's fund balance, which allowed the District government to maintain its AAA credit rating and spend less on debt. MOBF also managed to stay within the District's 12% debt cap due in part to a more stable budgetary process that reduced the need for supplemental spending. Additionally, MOBF worked collaboratively with District stakeholders to develop a FY 2012 budget that focused on and supported the Mayor's three One City Goals: Grow and Diversify the District Economy, Educate and Prepare the Workforce for the New Economy, and Improve the Quality of Life for All.

- **INITIATIVE 1.2: Ensure a structurally sound budget.**

Fully Achieved: The Mayor's Office of Budget and Finance helped achieve the *lowest* level of annual spending pressures since the end of the Control Board Period. One of the key steps taken to achieve this goal was the creation of a spending pressure task force to ensure that milestones necessary to achieve budget savings were reached. The task force focused budget savings on Disability Compensation Program; D.C. Healthcare Alliance; TANF; Non-public tuition and special education transportation; and the Housing First Program.

Office of Boards and Commissions

OBJECTIVE 1: Recruit highly qualified, diverse, ethically sound candidates who serve the District through appointment to various boards and commissions.

- **INITIATIVE 1.1: Update all boards and commissions.**

Fully Achieved: The Office of Boards and Commissions (OBC) created a "No Quorum Tracker." This tracker helps the office ascertain and monitor which District boards and commissions need additional members to establish a quorum. The elimination of quorum problems gives each board or commission the ability to conduct its business. The tracker captured membership data such as the board size, available vacancies, and membership needed to establish a quorum. The tracker also tells whether or not an appointment needs Council confirmation or is a direct Mayoral appointment. With the use of this data, OBC focused its attention on twenty-nine boards and commissions with the greatest need and recruited and/or identified potential nominees more efficiently.



Office of Communications

OBJECTIVE 1: Effectively communicate information, updates, goals, and accomplishments of the EOM.

- **INITIATIVE 1.1: Increase the number of Mayoral public information events.**

Fully Achieved: Social Media has become vitally important to the dissemination of important information throughout the City. During FY 2012, the Executive Office of the Mayor (EOM) actively engaged constituents and members of the media on twitter and increased its number of followers to over 7,000. The EOM also worked to share news and events with constituents through these mediums and responded directly to tweets ranging from constituents' service requests to request for comment from the press.

Office of Community Affairs

OBJECTIVE 1: ONE will serve as a conduit for education and information for agencies and community civic organizations.

- **INITIATIVE 1.1: ONE will increase their online presence to facilitate interactive-communication to more effectively.**

Fully Achieved: During 2012 the Office of Neighborhood Engagement (ONE) significantly increased its online presence helping to ensure that the public receives the most accurate up-to-date information on Mayoral and agency initiatives. ONE posted advisories, ribbon cuttings, "before and after" of clean-ups photos, community events, and public meetings. Social media interactions were done primarily through Facebook, Twitter and the ONE blog. In addition to reaching the general public, ONE strives to target stakeholders, ANCs, and neighborhood and civic associations through these mediums as well. The Facebook page averages 7-12 posts per day and reaches an average of 600 people per week. ONE also continues to reach thousands of people per ward through community listserv.

OBJECTIVE 2: The Office of Community Affairs will increase community engagement by creating and providing more opportunities to engage with government agencies and providing greater access to resources available to constituents.

- **INITIATIVE 2.1: Affinity offices will host 2 meaningful events providing engagement opportunities for constituents. These events will help strengthen the connection of the constituencies with the DC government.**

Fully Achieved: The Office of Community Affairs (OCA), through its ten affinity offices, conduct many events targeted to specific constituencies in the District during the fiscal year. In FY 2012, the OCA held Youth Town Halls whereby District youth were able to provide their input to the Mayor regarding the direction of the City. Additionally, The Mayor's Office of Partnerships and Grant Services' (OPGS) and the Center for Nonprofit Advancement hosted the 12th Annual Public Private Partnership Conference held on June 12, 2012. This conference provided workshops for District nonprofits, many of which provide vital services to District residents, to help their organizations operate more effectively.

Office of Policy and Legislative Affairs

OBJECTIVE 1: Effectively communicate and advance the Mayor's legislative agenda to further his four priorities: Education Reform, Fiscal Stability, Job Creation and Public Safety.

- **INITIATIVE 1.1: Expand the scope and increase the number of legislative and executive policy proposals.**

Fully Achieved: The Office of Policy and Legislative Affairs (OPLA) worked closely with District agencies and the DC Council to introduce and pass legislation to promote the Mayor's One City Vision. During FY 2012, OPLA worked on several pieces of legislation one of which was with the



Department of the Environment to introduce sustainability legislation to support the Mayor's One City Action Plan strategy to "Invest in a Sustainable DC." This legislative package addressed a wide-range of environmental and sustainability issues and will promote and expand energy efficiency programs. A second piece of legislation OPLA introduced was a financial incentive package for Living Social which encouraged the company to keep its headquarters in the District. This legislation supports of the Mayor's strategy to "Attract, Nurture, and Grow New Innovative Sectors."



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY2011 YE Actual	FY2012 YE Target	FY2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
Office of Boards and Commissions								
	1.1	Number of appointments to boards and commissions	179	200		552	276.5%	Office of Boards and Commissions
Office of Communications								
	1.1	Number of tweets, retweets, and mentions on twitter	0	0		2,119	267.50%	Office of Communications
	1.2	Number of Twitter Followers	6,000	7,000		8,588	122.69%	Office of Communications
Office of Community Affairs								
	1.1	Number of updates to ONE website or social media	200	52		156	300%	Office of Community Affairs