



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.

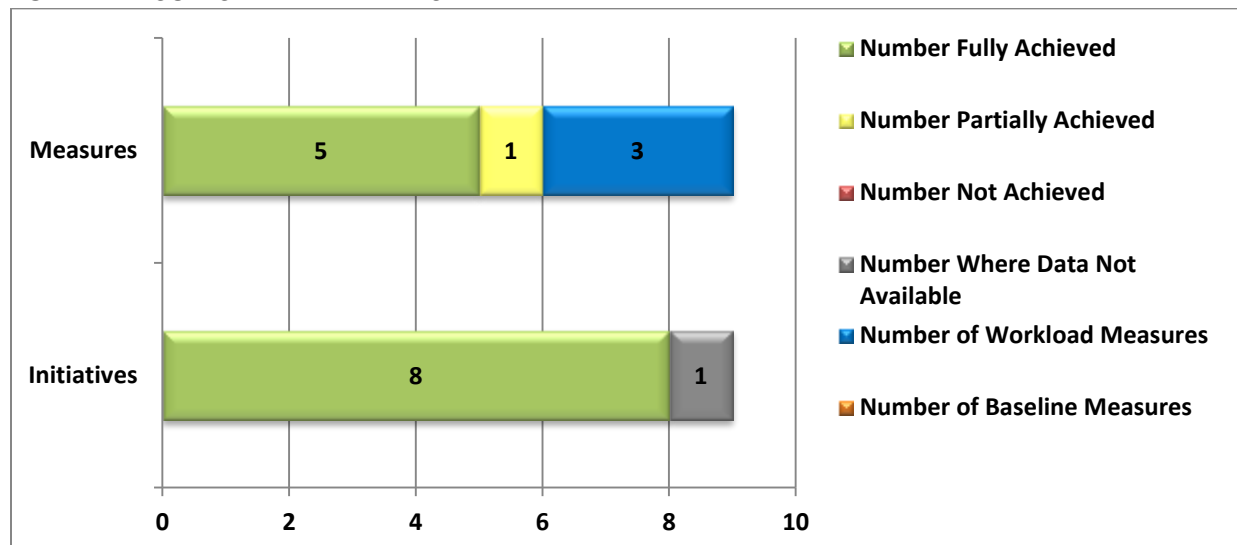
Accomplishments

- ✓ The District of Columbia rolled out grade.dc.gov in mid-June 2012 and announced the first round of agency grades in July. In FY 13, grade.dc.gov was fully implemented and has grown from 5 to 15 agencies. An email feature was added for certain agencies to provide quicker responses to constituent surveys. Throughout the year grade.dc.gov has garnered positive recognition from institutions like Harvard Kennedy School's Ash Center. The Mayor has also presented the program to national audiences of peers at the National League of Cities Conference in Seattle and the 81st Annual U.S. Conference of Mayors in Las Vegas.
- ✓ OBC inherited approximately 900 vacancies on District boards and commissions in FY 2011. Many boards had been inactive for some time or could not operate due to a lack of quorum. Over the past three years, OBC has steadily filled the District's boards and commissions. In FY 2013, OBC reduced the number of boards and commissions without a quorum from 29 to 1. Additionally, in an effort to streamline the government, and after rigorous analysis and an open and transparent process that included public input, the Mayor announced plans to abolish 40 of the District's more than 200 Mayor-appointed boards and commissions and to merge four boards. Eight of these boards were abolished by Mayor's Order in December, with the remaining 32 boards are contained in the Mayor's "Boards and Commissions Reform Act of 2013" which was originally introduced in 2012. The passage of this legislation will eliminate many boards and commissions that have long since fulfilled their mandates, no longer serve an important purpose or have been dormant for years. These changes aim to strike the right balance between ensuring residents are able to provide critical input and allowing our government to move forward expeditiously.
- ✓ Social media is a relevant way to interact with residents and facilitate information to the community widely. In FY 13, followers to the Mayor Gray twitter account increased to over 18,000 which met and surpassed the stated goal by 190%. The Mayor's feed has helped connect residents with DC Government agencies in order to fulfill service requests and provide important updates during emergencies like the Navy Yard shooting. As social media gradually becomes a vital medium for District news and updates, the number of followers to the twitter account is an indication that constituents, media outlets and other stakeholders find the information useful.

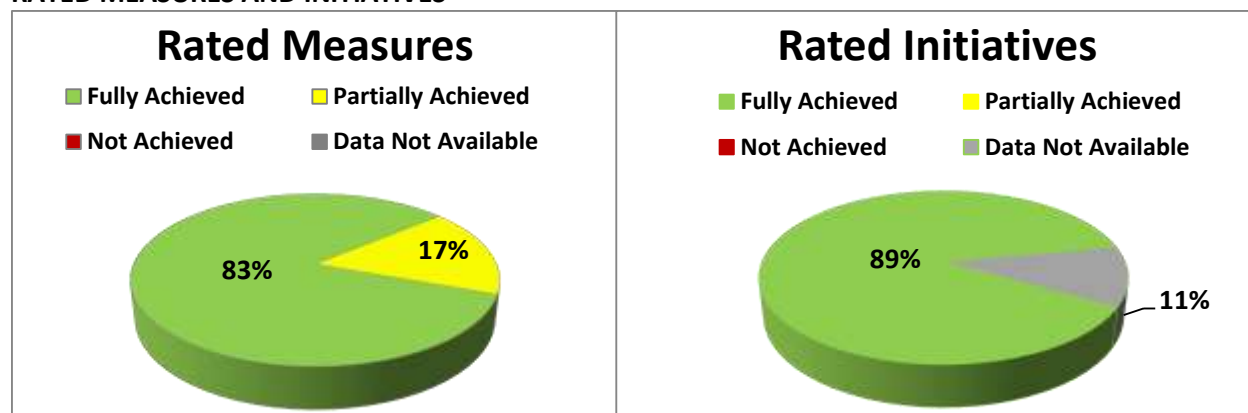


OVERALL OF AGENCY PERFORMANCE

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

Executive Office of the Mayor- Agency Management

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

INITIATIVE 1.1: Improve the quality and exposure of Inside One City

● **Fully achieved.** In FY13, DCN's cable television series hosted by Mayor Vincent C. Gray was continued with expanded content featuring on-site interviews. Moving away from studio tapings to a new format, viewers got an inside look at the workings of the District of Columbia government. Episodes included a look at the District's growing technology sector, an overview of how the District is supporting small and local businesses development, and an inside look at the District's new, state-of-the-art Consolidated Forensics Laboratory. Run on DCN and archived on YouTube, each episode features candid, in-depth discussions with city officials and other guests as they sit down with the Mayor for some of the most relevant conversations taking place in the District. The series continues to provide timely updates on important issues that affect residents and visitors alike; including education reform, jobs creation, economic development and public safety. Inside One City offers viewers a chance to learn about the many programs and services provided by the District of Columbia government, including what city officials are doing to keep these programs and services on track as well as make improvements – in an easy to digest format.

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 to ensure that all Boards and Commissions have sufficient membership to be fully operational to carry out its objectives (Including One City Action Plan Action Item 3.8.3).

● **INITIATIVE 1.1: Launch the Board of Ethics and Government Accountability (One City Action Plan Action Item 3.8.3).**

The initiative was fully achieved.

● **INITIATIVE 1.2: Update all boards and commissions.**

Fully achieved -OBC completed an audit of 200 DC government boards and commissions, including a review of their history and purposes, to determine which boards and commissions should remain on file and be given appointments. After seeking public comment, a list of recommended boards to abolish was submitted to the Mayor in December 2012. As a result, eight boards were abolished through Mayor's Order 2012-222 and 32 additional boards and commissions were recommended to the Council for abolishment in the Boards and Commissions Reform Act of 2013.

● **INITIATIVE 1.3: Educate community members on available boards and commissions.**

Fully achieved-A list of current vacancies available to community members is now available on the website of the Office of Boards and Commissions and is updated on a weekly basis. A list of the statutory authority establishing each board and commission by Executive Order or D.C. Official Code is also available so that residents may gain a fuller understanding of boards they may qualify for or be interested in.



Office of Community Affairs

OBJECTIVE 1: Provide rapid responses to constituent request, concerns, and questions with District Government services.

INITIATIVE 1.1: Analyze constituent request trends and compare to other community data to better understand trends and gaps in city services.

Fully achieved. The Office of Community Affairs, the Office of Neighborhood Engagement implemented a tracking system for constituent requests in FY 2013. This pilot program tracked approximately 1035 constituent requests after its implementation. The data sample received indicated that most requests are for social services, tree removal, sidewalk repair, limb trimming, and abatement of public space violations. After this analysis, the Office of Community Affairs will be taking a deeper dive into constituent needs and conducting “office hours” in high need neighborhoods to help constituents get to know their neighborhood representatives, as well as address specific concerns.

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, education and information to constituents (One City Action Plan Action Item 1.3.3).

INITIATIVE 2.1: Develop literature that will explain and simplify the process government resources.

Fully achieved. Social Service requests are the most frequent inquiries to the Office of Community Affairs, Office on Neighborhood engagement; therefore, in order to meet the growing demand of these requests, the Office plays a vital role in connecting residents to other resources outside of the government. In FY 13, the Office updated and an Emergency Assistance Resource Guide. The guide lists the organization along with the services they provide and the wards they serve. With this guide, residents are able to find assistance for services such as clothing, utility, rental, food, and transportation.

INITIATIVE 2.2.: Train local nonprofit organizations to deliver effective employment services (One City Action Plan Action Item 1.3.3).¹

(Please see footnote.)

¹ Responsibility for completing this action item was transitioned from the Office of Partnerships and Grant Services to the Workforce Investment Council (WIC) to better align with the WIC’s comprehensive workforce development strategy.



Office of Policy and Legislative Affairs

OBJECTIVE 1: Effectively communicate and advance the Mayor's legislative agenda to further to promote the Mayor's One City Action Plan goals: 1. Grow and Diversify the District Economy; 2. Educate and Prepare the Workforce for the New Economy, and 3. Improve the Quality of Life for All.

INITIATIVE 1.1: Effectively communicating the Mayor's agenda is highly important in order to promote quality legislation in the District of Columbia.

Fully achieved. The Office of Policy & Legislative Affairs was successful in its initiatives in Fiscal Year 2013. On September 9, OPLA Director Jackson provided a full Cabinet briefing to reinforce the strategic communications guidelines previously laid out by the Mayor and OPLA. Continual training of agency intergovernmental affairs personnel was conducted throughout the fiscal year by OPLA. This enhanced training has led to increased efficiency within the Executive and a greater understanding of the role of OPLA.



INITIATIVE 1.2: Enhance current agency legislative proposal worksheet.

Fully achieved-Following on its successes in previous fiscal years, in FY2013, OPLA provided agencies with a guidelines memo providing specific step-by-step instructions on the legislative process, including the documents required for varying types of legislation, resolutions and contracts. This memo also provided a PowerPoint entitled "Elements of a Legislative Package, consists of guidance for each of the five (5) types of legislative packages. As each process is slightly different, it is vital that all agencies have the same guidance.





Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program	
Office of Boards and Commissions									
	●	1.1	Number of appointments to boards and commissions	535	260		523	201.15%	Office of Boards and Commissions
	●	1.2	Number of Boards and Commissions without a quorum	25	0		1	<100%	Office of Boards and Commissions
Executive Office of the Mayor									
	●	1.1	Number of grade.dc.gov reviews	3,067	6,500		16,543	254.51%	Executive Office of the Mayor
	●	1.2	Number of Twitter Followers	8,588	9,000		17,120	190.22%	Office of Communications
	●	1.3	Number of Freedom of Information Act Request	92	Target Not Required		60	Workload Measure Not Rated	Executive Office of the Mayor
	●	1.4	Number of correspondence received	11,429	Target Not Required		11,390	Workload Measure Not Rated	Mayor's Correspondence Unit
Office of Community Affairs									
	●	1.1	Number of outreach events for all community affairs offices	200	52		156	300%	Office of Community Affairs
	●	2.1	Number of constituent request	2,001	Target Not Required		1,035	Workload Measure Not Rated	Office of Community Affairs
Office of Policy and Legislative Affairs									
	●	1.1	Number of bills introduced to Council to achieve the Top 3 One City Goals	67	70		80	114.29%	Office of Policy and Legislative Affairs