



DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE PROPOSED FY 2025 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 District's 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 government's performance of infrastructure and government services agencies; Develops strategies and policies to achieve the Mayor's 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 2025 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 2025 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, safety, the 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 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals.					
Percent of inquires assigned to the DMOI cluster that are responded to within two business days	Up is Better	New in 2024	New in 2024	New in 2024	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	82.4%	83.2%	80%	80%
Percent total cluster agency KPIs met or exceeded	Up is Better	85.2%	85.4%	80%	80%
Percent of DMOI cluster agency employee performance evaluations submitted on time	Up is Better	New in 2024	New in 2024	New in 2024	90%
Percent of total cluster agency strategic initiatives completed	Up is Better	92.9%	52.1%	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%	98.1%	98%	98%
Percent of total cluster agency Vision Zero performance indicators met or exceeded	Up is Better	New in 2024	New in 2024	New in 2024	80%
Number of roadway fatalities	Down is Better	New in 2024	New in 2024	New in 2024	0
Percent of new hires that are District residents	Up is Better	New in 2023	100%	No Target Set	No Target Set
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	0%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	87.5%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	No Applicable Incidents	No Target Set	No Target Set

Key Performance Indicators (*continued*)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

Workload Measures

Measure	FY 2022	FY 2023
Communications		
Number of DMOI cluster agency MMB events	11	16
Legislation		
Number of DMOI IQs received	310	323
Budget		
Total dollar amount of Highway Safety Office (HSO) grants awarded	Not Available	Not Available
Customer Service		
Number of DMOI related customer complaints reviewed	79	108
Number of inquires that are assigned to DMOI cluster	New in 2024	New in 2024