



# **DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE**

## **FY 2024 PERFORMANCE PLAN**

**DECEMBER 1, 2023**

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# 1 DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE

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*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 Districts 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 governments performance of infrastructure and government services agencies; Develops strategies and policies to achieve the Mayors 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 2024 OBJECTIVES

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### Strategic Objective

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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.

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### 3 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals.</b>		
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
<b>Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement.</b>		
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
<b>Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government.</b>		
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 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date
Administrative Operating Improvements	By September 30, 2024, complete Standard Operating Procedures (SOPs) and/or reference tools for DMOI staff hiring, onboarding, and document purchase card procedures. Systematizing business rules will streamline and make operations more transparent and understandable, especially for new staff. The records management component of this initiative will maintain institutional knowledge when staff depart.	9/30/2024
Racial Equity Training	By September 30, 2024, ensure all DMOI staff have completed at least two racial equity trainings offered by ORE, DCHR, or another organization.	9/30/2024
311 Performance and Service Efficiency	By January 31, 2024, identify 311 service requests within the DMOI cluster that have under 70% SLA compliance rate in FY24Q1 and fully implement process improvements that improve overall compliance by September 30, 2024.	9/30/2024
Vision Zero	By September 30, 2024, release the ATE Task Force final report and support implementation of recommended pilot program.	9/30/2024
Vision Zero	By September 30, 2024, update the Triennial Highway Safety Plan and submit to the US DOT for approval.	9/30/2024

## 5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
<b>Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals.</b>					
Percent of Ask the Mayor inquiries 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%
<b>Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement.</b>					
Percent of DMOI Cluster 311 requests completed within Service Level Agreement	Up is Better	New in 2022	82.4%	83.2%	80%
Percent total cluster agency KPIs met or exceeded	Up is Better	84.9%	85.2%	85.4%	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	89%	92.9%	52.1%	80%
<b>Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government.</b>					
Percent of DMOI IQs turned around within 48 hours	Up is Better	100%	100%	98.1%	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	New in 2024

Workload Measures

Measure	FY 2021	FY 2022	FY 2023
<b>Communications</b>			
Number of DMOI cluster agency MMB events	29	11	16
<b>Legislation</b>			
Number of DMOI IQs received	202	310	323
<b>Budget</b>			
Total dollar amount of Highway Safety Office (HSO) grants awarded	Not Available	Not Available	Not Available
<b>Customer Service</b>			
Number of DMOI related customer complaints reviewed	0	79	108
Number of Ask the Mayor inquires that are assigned to DMOI cluster	New in 2024	New in 2024	New in 2024