

Deputy Mayor for Operations and Infrastructure FY2022

Agency Deputy Mayor for Operations and Infrastructure

Agency Code KO0

Fiscal Year 2022

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.

Strategic Objectives

Objective Number	Strategic Objective
1	Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals.
2	Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement.
3	Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals. (1 Measure)					
Percent of key DMOI goals achieved in FY20	Up is Better	New in 2020	50%	100%	80%
2 - Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement. (3 Measures)					
Percent of FY22 total cluster agency KPIs met or exceeded	Up is Better	New in 2020	75.3%	84.9%	80%
Percent of FY22 total cluster agency strategic initiatives met or exceeded	Up is Better	New in 2020	95.1%	89%	80%
Percent of DMOI Cluster 311 requests completed within Service Level Agreement	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
3 - Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government. (2 Measures)					
Percent of decrease in FY22 fatal traffic vehicle and cyclist deaths as compared to FY21 time period (Vision Zero)	Up is Better	New in 2020	0%	0%	2%
Percent of DMOI IQs turned around within 48 hours	Up is Better	New in 2020	99.3%	100%	96%

Operations

Operations Title	Operations Description	Type of Operations
1 - Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals. (2 Activities)		
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, clean energy act, etc)	Daily Service
2 - Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement. (2 Activities)		
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
3 - Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government. (3 Activities)		
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

Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Advocacy (1 Measure)			
Number of DMOI key goals met	New in 2020	2	5
1 - Communications (1 Measure)			
Number of DMOI cluster agency MMB events	New in 2020	46	29
2 - Legislation (1 Measure)			
Number of DMOI IQs received	New in 2020	294	202
2 - Policy (1 Measure)			
Number of FY22 fatal traffic related deaths	New in 2020	38	29
3 - Customer Service (1 Measure)			
Number of DMOI related customer complaints reviewed	New in 2020	120	0

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
3 - Performance Management (2 Measures)			
Number of DMOI Strategic Initiatives met	New in 2020	24	36
Number of DMOI KPIs met	New in 2020	12	16

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Advocacy (1 Strategic Initiative)		
Racial Equity Training	By March 31, 2022, ensure all DMOI staff have received racial equity training as defined by the guidelines identified by the Office of Racial Equity.	03-31-2022
Budget (2 Strategic initiatives)		
FY22 ARPA Funding	By September 30, 2022, ensure all DMOI agencies have spent, obligated, or reprogrammed at least 80% of relevant ARPA funding per FY22 budget	09-30-2022
ARPA Projects Tracker	By December 31, 2021, use DMOI Equity Council to develop tracker for specific ARPA projects that address public health disparities/negative economic impacts for groups disproportionately impacted by pandemic	12-31-2021
Legislation (1 Strategic Initiative)		
DC Building Bill	By September 30, 2022, partner with DCRA to ensure all required timelines are met per DC Building Bill for FY22	09-30-2022
Performance Management (2 Strategic initiatives)		
Vision Zero Omnibus Bill Targets	By September 30, 2022, collaborate with relevant DMOI agencies to assist in meeting FY22 funded targets in Vision Zero Omnibus Bill	09-30-2022
Performance Reporting	By December 31, 2021, ensure DMOI cluster agencies have completed 98% of FY21 employee plan evaluations and 95% of FY22 employee performance plans	12-31-2021
Policy (2 Strategic initiatives)		
Kids Ride Free FY22 MOU	By August 1, 2022, coordinate with DDOT to ensure the Kids Ride Free (KRF) WMATA MOU is executed, DDOT receives the new KRF SmarTrip cards, and DDOT has process in place for school distribution no later than 2 weeks prior to start of DCPS school	08-01-2022
Clean Energy DC and Sustainability 2.0 Plan tracker	By December 31, 2021, develop Clean Energy DC and Sustainability 2.0 Plan tracker to monitor implementation of DMOI cluster agency items	12-31-2021