



DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023

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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 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>DMOI facilitated the successful applications for nearly \$20M in Bipartisan Infrastructure Law competitive grant funding in FY22.</p>	<p>These successful applications ensured the progress towards key DMOI initiatives such as Sustainable DC 2.0, Clean Energy DC, and MoveDC</p>	<p>These applications accelerated the District's buildout of the South Capitol Street Trail to extend the Anacostia Riverwalk Trail to the southernmost area of DC, and enabled the purchase of 17 fully electric Circulator buses to continue the District's transition towards a fully electric Circulator bus fleet.</p>
<p>Successful supervision of the bifurcation of the District Department of Consumer and Regulatory Affairs. The new agencies, the Department of Buildings (DOB) and the Department of Licensing and Consumer Protection (DLCP), became effective on October 1, 2022</p>	<p>DMOI is better able to accomplish it's mission focused on maintaining, strengthening, and investing in the District's infrastructure and delivering high-quality government services to residents, non-residents and businesses.</p>	<p>Separating DCRA into two smaller agencies will benefit District residents, businesses, and visitors significantly. The separation will allow the agencies to focus intently on their respective areas; thereby, improving the efficiency of addressing vacant and blighted buildings, consumer protection complaints, and processing permit and licensing applications.</p>
<p>Implementation of Washington Metropolitan Area Transit Authority's (WMATA) DC Notice of Violations (NOV) per the Fare Evasion Decriminalization Amendment Act of 2018</p>	<p>This Act, which includes decriminalization of other unlawful conduct, resulted in WMATA discontinuing the issuance of any notice of violation (NOV) within the District because there was no longer the ability for processing, paying, and adjudicating the NOVs. Since June 2022, DMOI worked with WMATA and OAH to develop the necessary processes to allow WMATA to issue violations and accept payments (on behalf of the District) and for OAH to adjudicate the NOVs.</p>	<p>As a result of DMOI's efforts, 4 years after the Act passed, WMATA once again issued NOVs in DC, specifically for fare evasion, starting in November 2022. Warning flyers and various communications were issued in October to alert customers of the enforcement activity.</p>

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals.	1	2
Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement.	3	2
Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government.	13	3

4 2022 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, 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

5 2022 STRATEGIC INITIATIVES

In FY 2022, Deputy Mayor for Operations and Infrastructure had 8 Strategic Initiatives and completed 62.5%.

Title	Description	Completion to Date	Update	Explanation for Incomplete 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.	Complete	8 out of 8 DMOI staff have received racial equity training as defined by the guidelines identified by the Office of Racial Equity.	
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	25-49%	DMOI cluster agencies that received American Rescue Plan (APRA) funding, spent nearly 52% of relevant funding per their FY22 budget. Agencies have now applied to use the remaining funding for projects in FY23.	Portal access challenged spending tracking, thus agencies' ARPA project allocations were requested and planned to be more fitted into the next year's annual budget
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	Complete	This initiative is complete. All parameters for the equity tracker were completed on January 1, 2022. The tracker includes the American Rescue Plan (APRA) project name, agency, project description, award amount (FY22), point of contact for the program, and target population. The projects being tracked include the Department of Energy and Environment lead and mold hazard mitigation, Solar Works DC, and Home Weatherization, in addition to the Department of For-Hire Vehicles Promise Rides.	

DC Building Bill	By September 30, 2022, partner with DCRA to ensure all required timelines are met per DC Building Bill for FY22	75-99%	The IT Assessment, Business Assessment, and the Mayor's 4th Quarter Report are still pending. The former were contracted out and the agencies (Department of Buildings and Department of Licensing and Consumer Protection) are finalizing their reviews. The 4th quarter report is forthcoming.	Since the split, both agencies have had several hearings and their Legislative Director is working for both until DLCP hires their own. As such, they are behind on these items.
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	75-99%	This initiative is still on track. DMOI has been corresponding with the District Department of Transportation (DDOT), Metropolitan Police Department (MPD), District Motor Vehicles (DMV), and District Department of For-Hire Vehicles (DFHV) on steps available to meet the funded goals in the Vision Zero Omnibus Bill and has created a Delivery Team structure to accelerate that work. Much of the low-hanging fruit has been achieved or is on track, including the expansion of the Automated Traffic Enforcement camera program, public outreach campaigns, and ignition interlock. Items still subject to appropriation and larger initiatives, such as ticket reciprocity, are still further away.	All remaining items subject to appropriations from the VZ Omnibus Bill are either not supported by DDOT as a policy matter or are contingent on the TOPS redesign that is already underway.
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	Complete	Completed. On November 23, 2021, DMOI cluster agencies exceeded the requirements of this strategic initiative by completing 100% of FY21 employee plan evaluations and 99.95% of FY22 employee performance plans.	

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	Complete	This initiative is complete. District Department of Transportation (DDOT) and Washington Metropolitan Area Transit Authority (WMATA) fully executed the Memorandum of Understanding for School Year 2022-2023 on June 27, 2022. DDOT received 28,000 cards two weeks prior to the start of the school year and the remaining 32,000 cards by August 26, 2022. Initial distribution of SY22-23 Kids Ride Free (KRF) cards to DCPS and charter schools completed ward by ward and the initial supply of cards were out to every DCPS and charter school by August 19, 2022. Simultaneously, private school students received card assignments as the applications were submitted by the schools. Requests for inventory replenishment from DCPS and charter schools were routinely filled with 2-4 business days.
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	Complete	Complete

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Foster collaboration and coordination among District agencies, federal agencies, and the private sector to achieve District goals.											
Percent of key DMOI goals achieved in FY22	Up is Better	50%	100%	80%	No applicable incidents	83.3%	100%	100%	94.4%	Met	
Provide direction, guidance and oversight to operational agencies to enhance residents' and customers' experience by utilizing technology and process improvement.											
Percent of FY22 total cluster agency KPIs met or exceeded	Up is Better	75.3%	84.9%	80%	92.1%	90.8%	84.2%	73.7%	85.2%	Met	
Percent of FY22 total cluster agency strategic initiatives met or exceeded	Up is Better	95.1%	89%	80%	100%	100%	100%	71.7%	92.9%	Met	
Percent of DMOI Cluster 311 requests completed within Service Level Agreement	Up is Better	New in 2022	New in 2022	New in 2022	77.2%	79.6%	82.9%	84.6%	82.4%	-	
Create and maintain a highly effective, transparent, reliable, sustainable, and responsive District government.											
Percent of decrease in FY22 fatal traffic vehicle and cyclist deaths as compared to FY21 time period (Vision Zero)	Up is Better	0%	0%	2%	0%	0%	0%	0%	0%	Unmet	The District works to continue all efforts to decrease fatal traffic vehicle and cyclist deaths.
Percent of DMOI IQs turned around within 48 hours	Up is Better	99.3%	100%	96%	100%	100%	100%	100%	100%	Met	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Advocacy							
Number of DMOI key goals met	2	5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
Communications							
Number of DMOI cluster agency MMB events	46	29	5	1	3	2	11
Legislation							
Number of DMOI IQs received	294	202	65	92	79	74	310
Policy							
Number of FY22 fatal traffic related deaths	38	29	10	11	5	8	34
Customer Service							
Number of DMOI related customer complaints reviewed	120	0	26	14	18	21	79
Performance Management							
Number of DMOI KPIs met	12	16	4	4	5	5	18
Number of DMOI Strategic Initiatives met	24	36	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4