

Office of the Mayor FY2018

FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

Mission

The Executive Office of the Mayor (EOM) implements policy, engages residents, keeps the media informed of Bowser Administration initiatives and activities, and ensures the alignment of government actions to the DC values residents have entrusted us to protect and defend.

Summary of Services

EOM assists the Mayor in community engagement, recruiting talented professionals to serve in appointed positions, providing legal advice and counsel, communication through various media channels, schedule management, and the logistics of supporting District initiatives, events, and activities.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
Closing of DC General	The closure of DC General will allow the government to strategically place Short Term Family Housing around the District. This will provide families experiencing homelessness the ability to have access to shelter and resources in the wards they currently reside. The housing units are also newly updated and provide modern amenities and comfort to families experiencing homelessness. The closure is an important part of the administration's Homeward DC strategic plan.	
Inclusive Prosperity	The unemployment rate has dropped from 7.5% to 5.6% with the most significant drops occurring in Wards 5, 7 and 8. This indicates that programs and policies to uphold inclusive prosperity have been successful and that the Administration will continue to make sure all DC residents have the right opportunities on their pathway to the middle class.	
Age-Friendly City	DC Government has helped over 1,200 seniors with \$10 million dollar investment in Safe and Home, and even more in Transport DC. This further marks DC as an age-friendly city. By providing security and increased access to DC resources, we can ensure that all residents are able to enjoy a good quality of life regardless of age.	

2018 Strategic Objectives

Objective Number	Strategic Objective
1	Facilitate a high level of outreach and engagement with residents and businesses across all 8 wards
2	

Objective Number	Strategic Objective
	Recruit and retain a high level of talent and expertise to fill open executive and excepted service positions as well as vacancies on District boards and commissions
3	Respond timely to Freedom of Information Act (FOIA) requests as they are submitted to EOM
4	Communicate with District residents and stakeholders in order to convey and capture vital data and information regarding DC initiatives and services
5	Create and maintain a highly efficient, transparent and responsive District government. **

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - Facilitate a high level of outreach and engagement with residents and businesses across all 8 wards (3 Measures)									
Average number of outreach events attended by the Mayor, cabinet members and outreach team in each Ward	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100	No Target Set	
Closure of issues raised and observed during Ward Walks in each Ward	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2023	No Target Set	
Average number of calendar days for responses within the ANC Portal	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2	No Target Set	
2 - Recruit and retain a high level of talent and expertise to fill open executive and excepted service positions as well as vacancies on District boards and commissions (1 Measure)									
Average number of calendar days to post a vacancy to mota.dc.gov	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15	No Target Set	
3 - Respond timely to Freedom of Information Act (FOIA) requests as they are submitted to EOM (2 Measures)									
Percent of FOIA requests fulfilled within 30 days	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
Average number of calendar days to fulfill a FOIA Request	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	25	No Target Set	
4 - Communicate with District residents and stakeholders in order to convey and capture vital data and information regarding DC initiatives and services (2 Measures)									
Percent of correspondence requests fulfilled within 30 days	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
	Annually						2		

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
Average days to fulfill a correspondence request		New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure		No Target Set	

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Community Engagement (2 Measures)						
Number of community meetings attended	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1200
Number of ANC Portal Responses	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	125
2 - Recruitment and Retention (1 Measure)						
Number of excepted service positions filled in FY2018	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98
3 - FOIA Requests (1 Measure)						
Number of requests fulfilled in FY2018	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	87
4 - Correspondence (1 Measure)						
Number of open correspondence requests	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
No strategic initiatives found				