



OFFICE OF THE MAYOR
FY 2024 PERFORMANCE PLAN

MARCH 22, 2023

CONTENTS

- Contents** **2**
- 1 Office of the Mayor** **3**
- 2 Proposed 2024 Objectives** **4**
- 3 Proposed 2024 Operations** **5**
- 4 Proposed 2024 Key Performance Indicators and Workload Measures** **6**

1 OFFICE OF THE MAYOR

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.

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.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Facilitate a high level of outreach and engagement with residents and businesses across all 8 wards

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

Respond timely to Freedom of Information Act (FOIA) requests as they are submitted to EOM

Communicate with District residents and stakeholders in order to convey and capture vital data and information regarding DC initiatives and services

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Facilitate a high level of outreach and engagement with residents and businesses across all 8 wards		
Community Engagement	Outreach and engagement with residents and businesses across all 8 wards	Daily Service
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		
Recruitment and Retention	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	Daily Service
Respond timely to Freedom of Information Act (FOIA) requests as they are submitted to EOM		
FOIA Requests	Respond to Freedom of Information Act (FOIA) requests as they are submitted to EOM	Daily Service
Communicate with District residents and stakeholders in order to convey and capture vital data and information regarding DC initiatives and services		
Correspondence	Communicate with District residents and stakeholders in order to convey and capture vital data and information regarding DC initiatives and services	Daily Service

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Facilitate a high level of outreach and engagement with residents and businesses across all 8 wards					
Average number of outreach events attended by the Mayor, cabinet members and outreach team in each Ward	Up is Better	Not Available	Not Available	No Target Set	No Target Set
Closure of issues raised and observed during Ward Walks in each Ward	Up is Better	Not Available	Not Available	No Target Set	No Target Set
Average number of calendar days for responses within the ANC Portal	Down is Better	Not Available	Not Available	No Target Set	No Target Set
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					
Percentage of new boards and commissions appointees completing ethics and open government training	Up is Better	Not Available	Not Available	No Target Set	No Target Set
Percentage of vacant boards and commission seats compared to overall total	Up is Better	Not Available	Not Available	No Target Set	No Target Set
Percentage of new executive and excepted service appointees completing ethics training	Up is Better	Not Available	Not Available	No Target Set	No Target Set
Average number days between posting and selection of appointed positions	Up is Better	Not Available	Not Available	No Target Set	No Target Set
Respond timely to Freedom of Information Act (FOIA) requests as they are submitted to EOM					
Percent of FOIA requests fulfilled within 30 days	Up is Better	Not Available	Not Available	No Target Set	No Target Set
Average number of calendar days to fulfill a FOIA Request	Down is Better	Not Available	Not Available	No Target Set	No Target Set
Communicate with District residents and stakeholders in order to convey and capture vital data and information regarding DC initiatives and services					
Percent of correspondence requests fulfilled within 30 days	Up is Better	Not Available	Not Available	No Target Set	No Target Set
Average days to fulfill a correspondence request	Down is Better	Not Available	Not Available	No Target Set	No Target Set

Workload Measures

Measure	FY 2021	FY 2022
Community Engagement		
Number of community meetings attended	Not Available	Not Available
Number of ANC Portal Responses	Not Available	Not Available
Recruitment and Retention		
Number of excepted service positions filled in FY2018	Not Available	Not Available
FOIA Requests		
Number of requests fulfilled in FY2018	Not Available	Not Available
Correspondence		
Number of open correspondence requests	Not Available	Not Available