



FY 2015 Performance Accountability Report Executive Office of the Mayor

INTRODUCTION

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' progress and key performance indicators (KPIs).

MISSION

The mission of the Executive Office of the Mayor (EOM) is to serve the public by leading the District Government and ensuring residents are served with efficiency, accountability, and transparency.

SUMMARY OF SERVICES

The EOM provides District agencies with vision and policy direction, and provides agencies with the leadership, support, and oversight to implement specific policy goals and objectives.

OVERVIEW – AGENCY PERFORMANCE

The following section provides a summary of EOM performance in FY 2015 by listing EOM's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

TOP THREE ACCOMPLISHMENTS

The top three accomplishments of EOM in FY 2015 are as follows:

- ✓ Recruited and filled all Cabinet appointments and ensured that all boards and commissions had quorum to operate in order to advise on creation of pathways to the middle class
- ✓ Worked to close backlog of correspondence and responded timely to incoming correspondence and FOIA requests
- ✓ Led engagement and outreach efforts with residents in all eight wards to help more residents create and access pathways to the middle class.

SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS

Table 1 (see below) shows the overall progress the EOM made on completing its initiatives, and how overall progress is being made on achieving the agency's objectives, as measured by their key performance indicators.



Table 1: Total Agency Measures and Initiatives, By Category

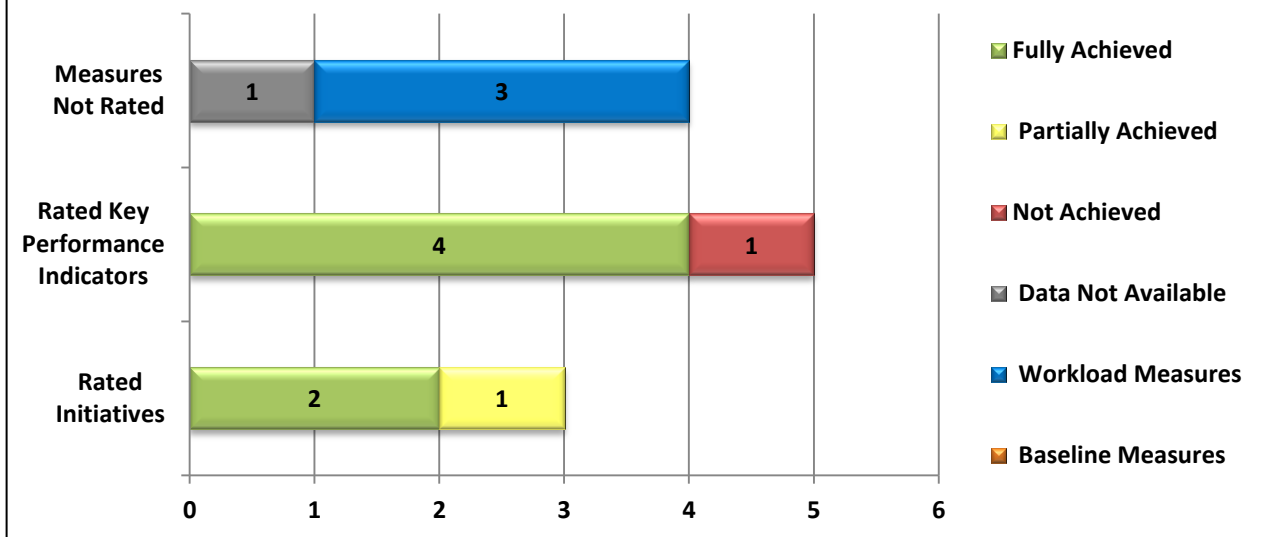


Chart 1: Total Rated Agency Key Performance Measures, by Achievement Level

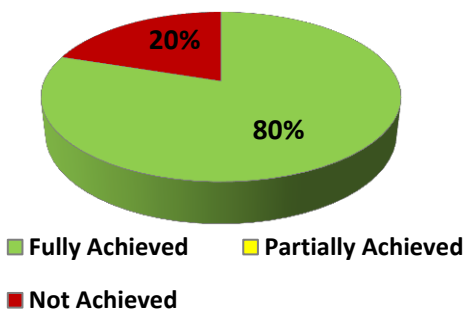
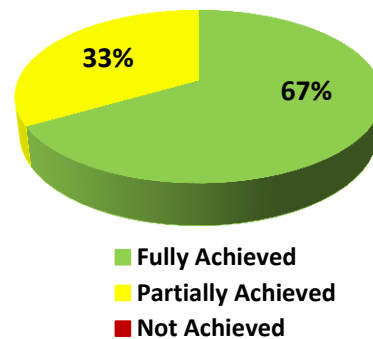


Chart 2: Total Agency Initiatives, by Achievement Level



Default KPI Rating:

$\geq 100\%$ Fully Achieved

75 - 99.99% Partially Achieved

$< 75\%$ Not Achieved

In FY 2015, EOM cumulatively has fully achieved and partially achieved 100% of its initiatives and fully achieved 80% of its rated key performance measures. **Table 1** provides a breakdown of the total number of performance metrics EOM uses, including key performance indicators and workload measures, initiatives, and whether or not some of those items were achieved, partially achieved or not achieved. **Chart 1** displays the overall progress is being made on achieving EOM objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated



performance measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. **Chart 2** displays the overall progress EOM made on completing its initiatives, by level of achievement.

The next sections provide greater detail on the specific metrics and initiatives for EOM in FY 2015.

PERFORMANCE INITIATIVES – ASSESSMENT DETAILS







Executive Office of the Mayor

OBJECTIVE 1: Effectively communicate information, updates, goals and accomplishments of the EOM through a variety of relevant communication vehicles in an effort to provide quality public affairs services to residents and stakeholders.

INITIATIVE 1.1: Grade.dc.gov has been an integral part in improving performance of District government services. Residents are able to provide instantaneous feedback on government services via online survey, Facebook, Twitter and text message. Currently, there are 15 District agencies participating in the program. The EOM will increase the number of reviews it receives in **FY 15** by increasing outreach and promotion of grade.dc.gov.

● **Performance Assessment Key: Not Applicable.** Effective January 2015, the Bowser administration no longer utilizes grade.dc.gov as a mechanism to monitor performance of the District’s government agencies. The Executive Office of the Mayor charged the Office of the City Administrator to create a new platform to measure performance of District agencies to be created in FY 15 and launched in FY16.

KEY PERFORMANCE INDICATORS– Executive Office of the Mayor

   	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
		Number of grade.dc.gov reviews	36,445	43,543		Not Applicable ¹	N/A	OFFICE OF THE DIRECTOR
		Number of Twitter Followers	24,469	27,000		11,655 ²	43%	OFFICE OF THE DIRECTOR

¹ As of January 2015, Grade DC was no longer officially utilized by District agencies to track agency performance.

² Due to administration changes, this number is representative of Q2-Q4 data. Q1 data was unavailable.



Office of Boards and Commissions

OBJECTIVE 1: Recruit highly qualified, diverse, ethically sound candidates who serve the District through appointment to various boards and commissions to ensure that all boards and commissions have sufficient membership to be fully operational to carry out their objectives.

INITIATIVE 1.1: Educate community members on available seats on boards and commissions.

OBC will continue to provide additional information online including statutory purposes and requirements for all active boards and commissions including agency Point of Contact information for direct public access, and links to external websites for active boards and commissions. Information on board member rosters will also be made available on the OBC website, so that residents may gain a fuller understanding of boards to better match their qualifications or interests to available seats on boards and commissions. This will provide additional support to OBC in filling board vacancies and maintaining zero boards without a quorum.

- **Performance Assessment Key: Fully Achieved.** During the first year of the Bowser administration, the Mayor’s Office of Talent and Appointments, previously Office of Boards and Commissions, worked to surpass the goal for board and commission member appointments. MOTA attended community engagement events to educate the community on available seats, as well as updated the website mota.dc.gov.

KEY PERFORMANCE INDICATORS– Office of Boards and Commissions³

 	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
		Number of appointments to boards and commissions	392	300		618	206%	OFFICE OF THE DIRECTOR
		Number of boards and commissions without a quorum	0	0		0	100%	OFFICE OF THE DIRECTOR

³ Effective, January 2nd 2015, The Office of Boards and Commissions was renamed and repurposed the Mayor’s Office of Talent and Appointments.



●	Percentage of total vacancies to total available seats on boards and commissions	6.7%	<5%	15%	Not Achieved	OFFICE OF THE DIRECTOR
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Office of Community Affairs

OBJECTIVE 1: Provide rapid responses to constituent requests, concerns, and questions with District Government services.

OBJECTIVE 2: The Office of Community Affairs will increase community engagement by creating and providing more opportunities to engage with government agencies by providing greater access to resources, education and information to constituents.

INIATIVE 2.1: Pilot Adopt- A- School Pilot Program.

The Office of the Clean City will begin phase two of its Adopt-A-School initiative. Adopt-A-School engages local and national businesses in an active partnership with an area public school. The adopting entity is responsible for producing two school year events, which engage the school community around the themes of cleanliness and litter prevention, through the use of self-generated volunteers (employees or friends of that entity). In FY 14 four local businesses committed to adopting a school, **in FY 15 programming will begin with these businesses.**

● **Performance Assessment Key: Fully Achieved.** In FY 15, the Adopt-A-School Pilot Program was incorporated into the Adopt-A-Block program. Four schools were included in the program including Aidan Montessori School, Neval Thomas Elementary, Excel Academy Public Charter, and Friendship Tech Preparatory Academy. Each school received one community clean up in FY 15.

OBJECTIVE 3: Strengthen and promote the spirit of service through partnerships, national service, and volunteerism by coordinating regular and episodic volunteer opportunities, as well as serving as the nexus for all volunteer partnerships and related councils, coalitions, and commissions.

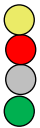


INITIATIVE 3.1: Launch “My Brother’s Keeper Initiative”

In FY15 Serve DC will launch a "My Brother’s Keeper" Corporation for National & Community Service Volunteer Generation Fund Initiative designed to support nonprofit organizations that work in the areas of education, healthy futures and economic opportunity. This initiative works closely with boys and young men of color in the District of Columbia and their beneficiaries to close persistent opportunity gaps by leveraging volunteers. Serve DC will recruit 600 volunteers paired with nonprofit organizations that work directly with boys and young men of color in the District of Columbia.



- **Performance Assessment Key: Fully Achieved.** Serve DC partnered with the Taproot Foundation to award five District based non-profits \$10,000 per organization to build volunteer recruitment capacity. The five organizations were DC Scores, DC Greens, Beacon House, Horton’s Kids, and DC Promise Neighborhood Initiative. Each organization works directly with boys and young men of color. To date, 425 volunteers have been recruited in support of the My Brother’s Keeper Initiative.

KEY PERFORMANCE INDICATORS– Office of Community Affairs

	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
		Number of outreach events for all community affairs offices	80	85		557	655%	OFFICE OF THE DIRECTOR
		Number of volunteers trained	4295	4500		4277	95%	OFFICE OF THE DIRECTOR

WORKLOAD MEASURES – APPENDIX

WORKLOAD MEASURES ●

Measure Name	FY 2013 YE Actual	FY 2014 YE Actual	FY 2015 YE Actual	Budget Program
Number of Freedom of Information Act Requests	60	62	63	OFFICE OF THE DIRECTOR
Number of correspondence received	11,390	10,250	10,077	OFFICE OF THE DIRECTOR
Number of constituent requests	1035	2091	3407	OFFICE OF THE DIRECTOR