



# STRATEGIC PLAN

## 2023-2026

DC OFFICE OF THE DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE



# District of Columbia

Mayor Muriel Bowser established the Office of the Deputy Mayor of Operations and Infrastructure at the start of her second term, in 2019. The Mayor is now in her third term.

"[A] third time and a third term is a special opportunity because we have a mandate. We have a mandate from the people to be bold, to think big, to push the envelope, and above all else, to win for Washington, DC. Now is the time to be bold and to set a course to win the tough fights ahead ... From the pandemic, to protests, to an insurrection, we've stood together. We made it through together. And now on the other side, I greet you today with more optimism and more hope for the future than ever before."

-- Mayor Bowser







# DMOI'S MISSION

To support the Mayor to ensure a strong and sustained District government focused on maintaining, strengthening, and improving the District's infrastructure (built and natural environment) and delivering high-quality government services to residents, non-residents and businesses.





# DMOI's Dedicated Team of Public-Sector Experts

**Vacant  
Deputy Mayor**



**Me'chelle Warren  
Executive Assistant**



**Sharada Strasmore  
Budget & Data Analyst**



**Alan Propp  
Senior Policy Advisor**



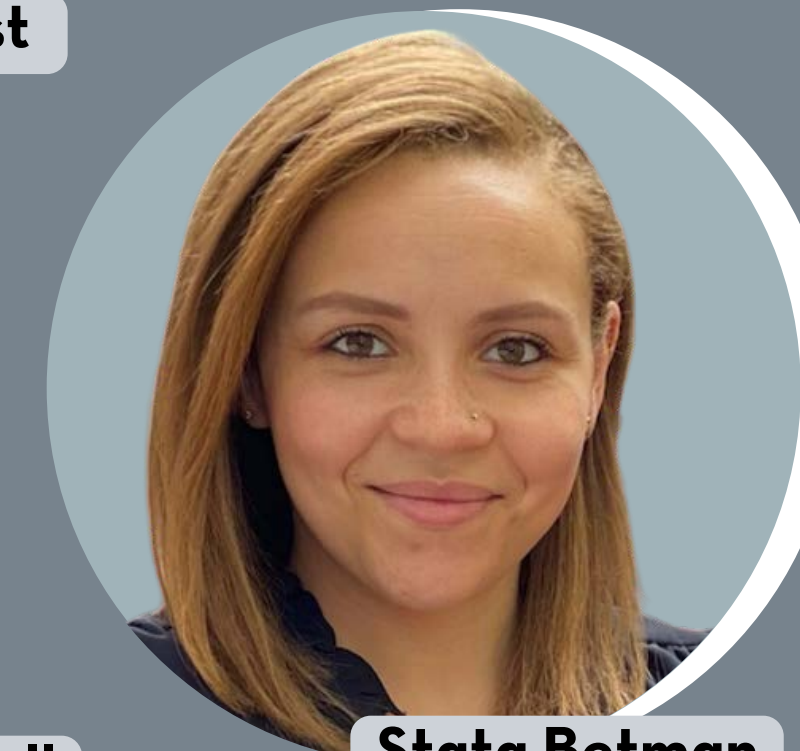
**Jonathan Rogers  
Chief of Staff**



**Gwen Cofield  
Communications Director**



**April Randall  
Senior Legislative Advisor/  
FOIA Officer**



**Stata Betman  
Program Analyst**



**Together they developed DMOI's Strategic Plan for 2023 -2026,  
which consists of the following components.**



**VISION**

**VALUES**

**STRATEGIC  
GOALS**

**Now, let's explore these components in more detail...**



# VISION

First, in support of Mayor Bowser's investments in our community,  
DMOI's Vision is to build  
**A Sustainable City That Works.**  
This vision guides all our work on behalf of District residents.







# VALUES

Next, our work is further driven  
by **FOUR CORE VALUES**, built  
around the acronym of DMOI ...



**D**EDICATED  
**M**EASURABLE  
**O**BJECTIVE  
**I**NNOVATIVE





# STRATEGIC GOALS

Finally, we are  
laser focused around  
**SIX STRATEGIC GOALS.**



**1**

## Promote Transparency

Improve communication between agencies and stakeholders to ensure openness

**2**

## Leverage Technology

Improve performance and reduce risk by using best practices and technology

**3**

## Use Data

Use data to understand trends, make decisions, and develop services that align with resident and stakeholder needs

**4**

## Improve Process

Proactively identify, analyze, and improve processes within agencies for optimization and to meet quality performance standards

**5**

## Engage Employees

Foster an environment that is committed to employee well-being and professional development

**6**

## Integrate Equity

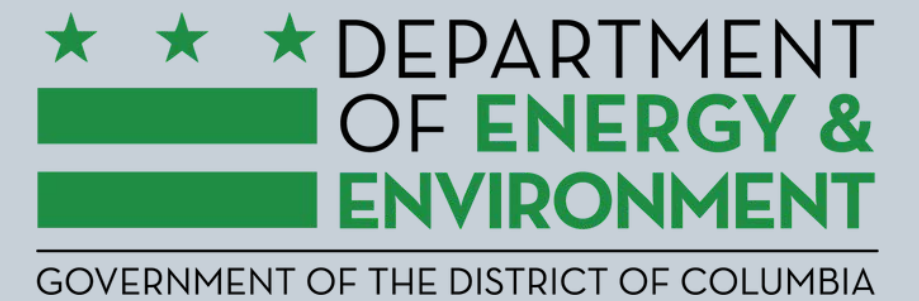
Assess all programs, projects, and budget formulation through an equity lens





# CLUSTER AGENCIES

These vision, values and  
strategy goals are what  
drive our oversight of  
eight District  
government agencies.



Government of the District of Columbia  
Department of For-Hire Vehicles







### The Department of Buildings

protects the safety of residents, businesses, and visitors and advances the development of the built environment through permitting, inspections, and code enforcement.



### The Department of Licensing and Consumer Protection

protects the health, safety, economic interests, and quality of life of residents, businesses, and visitors in the District of Columbia by licensing and regulating businesses and investigating and enforcing the Consumer Protection Procedures Act.







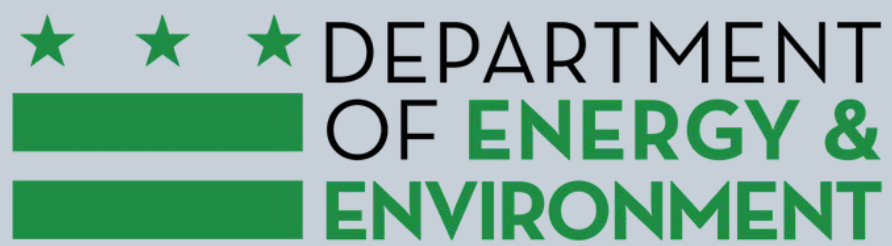
Government of the District of Columbia  
Department of For-Hire Vehicles

**The Department of For-Hire Vehicles**  
regulates the vehicle-for-hire industry.



**The Department of Insurance, Securities and Banking**  
protects consumers by providing guidance and resources  
on the financial service industry.





GOVERNMENT OF THE DISTRICT OF COLUMBIA

### The Department of Energy and Environment

helps keep DC's environment green and sustainable, fights pollution, increases access to clean and renewable energy and offers tools to help residents become more energy efficient.



**The Department of Motor Vehicles** is where residents get drivers licenses and parking permits, register their vehicles and pay traffic and moving violation tickets.







**The Department of Public Works**  
picks up trash and recycling from  
most residences, cleans our streets  
and enforces parking rules.



**The District Department of Transportation**  
paves and repairs our streets and alleys, fixes our sidewalks  
and manages the District's transportation options.



# DMO

## INDEPENDENT AGENCIES

Our vision, values and  
strategy goals also  
facilitate our  
interaction with eight  
independent agencies.



**Office of the People's Counsel**



logo being updated

**Alcohol Beverage and Cannabis Administration**



**DC Water**



**Public Service Commission**



**Washington Metro Area Transit Authority**



**Pepco**



**Washington Gas**



**Metropolitan Washington Airports Authority**





## CONTACT US

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DC OFFICE OF THE DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE





GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
**MURIEL BOWSER, MAYOR**