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

In term two, we’re doubling down on our efforts to make DC Government work better for DC residents. We have some tough challenges ahead and the decisions we make as a community over the next four years will shape the future of DC for years to come. Let’s work together, bring more people to the table, and continue the work of giving every Washingtonian the fair shot they deserve.

-- Mayor Bowser
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.
To lead DMOI and build on her vision for the city, Mayor Bowser appointed a strong leader, Lucinda Babers, to serve as Deputy Mayor.

Lucinda previously served as the Director of the Department of Motor Vehicles (DC DMV), where she used her performance management expertise to significantly transform that agency.
DMOI has hired a dedicated team of public-sector experts

- Jonathan Rogers | Chief of Staff
- Vacant | Budget and Data Analyst
- Gwen Cofield | Communications Director
- Jatarious Frazier | Executive Assistant
- Mishawn Freeman | Program Analyst
- April R. Randall | Senior Legislative Advisor/FOIA Officer
- Alan Propp | Senior Policy Advisor
- Carlsten Vissering | Intern
Together they developed DMOI’s Strategic Plan for 2020 -2023, which consists of the following components.

- Vision
- Values
- Strategic Goals

Now, let’s explore these components in more detail...
First, in support of Mayor Bowser’s investments in our community, DMOI’s Vision is to build A Sustainable City That Works. This vision will guide all our work on behalf of District residents.
Next, our work is further driven by **FIVE CORE VALUES**, built around the acronym of DMOI ...
Finally, we are laser focused around **FIVE STRATEGIC GOALS**.

1. **Promote Advocacy**
   Increase understanding and awareness of agency operations to and from the Wilson Building, with residents and other stakeholders.

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

3. **Leverage Technology**
   Reduce risk and improve performance by using best practices and technology.

4. **Improve Process**
   Proactively identify, analyze, and improve business processes within agencies for optimization and to meet quality performance standards.

5. **Engage Employees**
   Foster environment that elevates the motivation, involvement, and emotional commitment of employees through training, development, and team building.
These vision, values and strategy goals are what drive our oversight of seven District government agencies.
The Department of Consumer and Regulatory Affairs issues business permits and licenses, protects consumers and enforces building codes.

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

Independent Agencies

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

- Office of the People’s Counsel
- Alcohol Beverage Regulation Administration
- DC Water
- Public Service Commission
- Washington Metro Area Transit Authority
- Pepco
- Washington Gas
- Metropolitan Washington Airports Authority
CONTACT US

dmoi.dc.gov
Phone: (202) 715-2843

FOLLOW US

@DMOIDC
DCDMOI
dcdmoi
linkedin.com/in/dmoidc

DC OFFICE OF THE DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE