



STRATEGIC PLAN 2020-2023

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.

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





DMOI'S MISSION

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.





Lucinda Babers

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.



Lucinda Babers



Carsten Vissering



Jatarious Frazier



April R. Randall



Alan Propp



Mishawn Freeman

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



Jonathan Rogers



Gwen Cofield

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...

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 will guide all our work on behalf of District residents.



VALUES

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



DEDICATED

MEASURABLE

OPEN-MINDED

INNOVATIVE

STRATEGIC GOALS

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

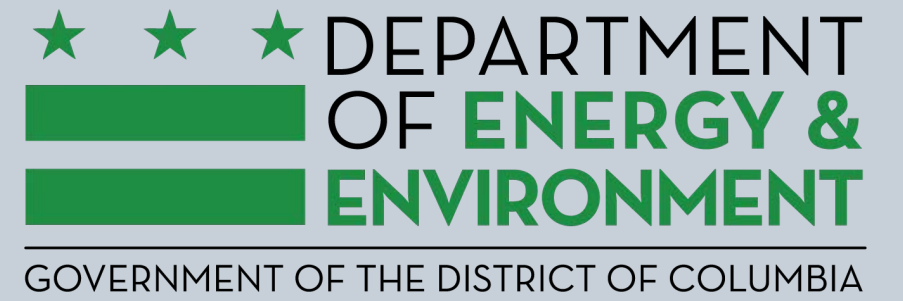
Engage Employees

Foster environment that elevates the motivation, involvement, and emotional commitment of employees through training, development, and team building



CLUSTER AGENCIES

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



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





d.

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 Consumer and Regulatory Affairs
issues business permits and licenses, protects consumers
and enforces building codes.

DFHV

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

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



Government of the District of Columbia
Department of Insurance, Securities and Banking

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

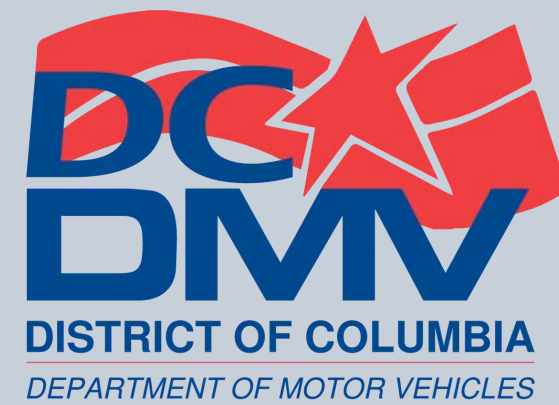


★ ★ ★ DEPARTMENT
OF ENERGY &
ENVIRONMENT

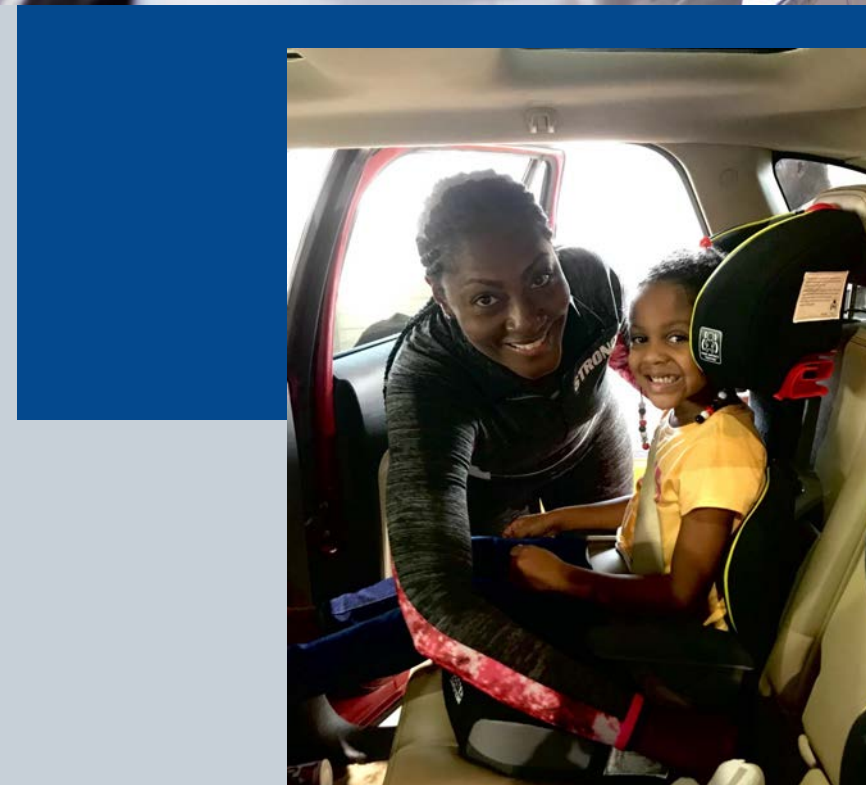
GOVERNMENT OF THE DISTRICT OF COLUMBIA

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.



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

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GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR