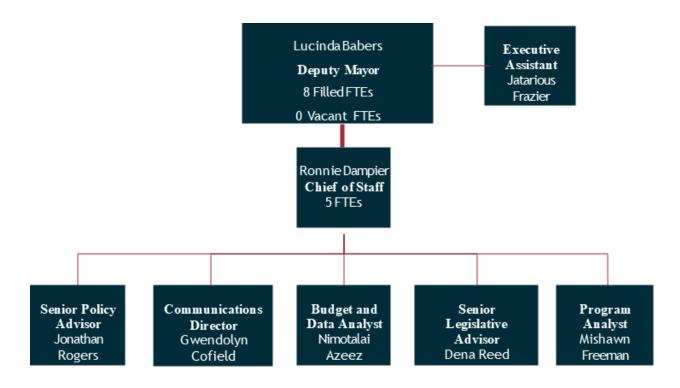
2021 Performance Oversight Questions Deputy Mayor for Operations and Infrastructure

A. ORGANIZATION AND OPERATIONS

1. Please provide a complete, up-to-date <u>organizational chart</u> for the agency and each division within the agency, including the names and titles of all senior personnel. Please include an explanation of the roles and responsibilities for each division and subdivision within the agency.

Response: See below DMOI FY21 Organizational Chart (as of January 29, 2021) and information below outlining DMOI division/program.



	DMOI Agency Divisions/Programs					
Division/Program	Sub-Division/	Description				
	Activity					
Deputy Mayor's Office	N/A	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.				

• Please include a list of the employees (name and title) for each subdivision and the number of vacant, frozen, and filled positions.

Response: See above DMOI FY21 Organizational Chart

 For vacant positions, please indicate how long the position has been vacant.

Response: None

 Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

Response: None

- 2. Please list each <u>new program</u> implemented by the agency during FY 2020 and FY 2021, to date. For each initiative please provide:
 - A description of the initiative, including when begun and when completed (or expected to be completed);
 - The funding required to implement the initiative;
 - Any documented results of the initiative.

Response: See table below. It should be noted cluster agencies normally do not implement many programs that are more agency specific.

- In August 2020, DMOI created and distributed a customer satisfaction survey to all core DMOI agencies. The purpose of the survey was to determine areas of improvement DMOI staff could take to improve supporting agencies.
 - o DMOI received an overall customer satisfaction rating of 94.4%. Based on the feedback, we have implemented the below service improvement initiatives:
 - Participate in agency webinars and meetings to gain more knowledge related to agency policy, legislation, and communications;
 - Follow-up with agencies when DMOI elevates IQs, budget items, etc. to next level within the Executive Office of the Mayor (EOM);
 - Reiterate DMOI staff is always available to attend any agency meetings, calls, etc.;
 - Identify and take course in communicating openly and transparently;
 - Provide agendas in advance of all meetings; and
 - Committed to create DMOI newsletter highlighting agency accomplishments.

- o SurveyMonkey cost: \$384/year
- By August 2020, the Deputy Mayor (DM) delivered in-person and virtual performance management training to all core DMOI agencies' management personnel to ensure fair and equitable performance plans and evaluations.
 - For FY20 performance evaluations, overall 5 ratings were reviewed by the DM to ensure the ratings met the requirements dictated by a 5 rating. Additionally, DMOI will randomly review agency rating writeups to identify where additional training and coaching may be needed.
 - No cost
- 3. Please provide a complete, up-to-date **position listing** for your agency, ordered by program and activity, and including the following information for each position:
 - Title of position;
 - Name of employee or statement that the position is vacant, unfunded, or proposed;
 - Date employee began in position;
 - Salary and fringe benefits (separately), including the specific grade, series, and step of position;
 - Job status (continuing/term/temporary/contract);
 - Whether the position must be filled to comply with federal or local law.

Please note the date that the information was collected

Response: See attachment A – DMOI FY21 Position List

4. Does the agency conduct annual **performance evaluations** of all of its employees, and was this done in FY 2020? Who conducts such evaluations? What are they performance measures by which employees are evaluated? What steps are taken to ensure that all agency employees are meeting individual job requirements? What steps are taken when an employee does not meet individual job requirements?

Response: SMART (Specific, Measurable, Achievable, Relevant and Time-Related) goals were established for all employees early in the FY20 performance year and entered into the PeopleSoft performance management system following review/agreement by the management chain. Employees' performance measures are mainly related to agency follow-up and customer service. Management meets at least monthly with employees and provides feedback on performance and coaching. If necessary, employees are placed on Performance Improvement Plans to further monitor performance and provide training/counseling/coaching. The end-of-year performance evaluations will be reviewed and approved

by the Deputy Mayor. For FY20, 100 percent of eligible DMOI employees received performance evaluations from their manager.

5. Please list all <u>employees detailed</u> to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

Response: None

6. Please provide the position name, organization unit to which it is assigned, and hourly rate of any **contract workers** in your agency, and the company from which they are contracted.

Response: None

- 7. Please provide the Committee with:
 - A list of all employees who receive cellphones or similar communications devices at agency expense.

Response: See table below

Name	Laptop	Cell Phone	iPad
Reed, Dena	X	X	
Babers, Lucinda	X	X	
Azeez, Nimotalai	X	X	
Dampier, Ronnie	X	X	X
Rogers, Jonathan	X	X	
Frazier, Jatarious	X	X	
Cofield, Gwendolyn	X	X	
Freeman, Mishawn	X	X	

◆ Please provide the total cost for mobile communications and devices at the agency for FY 2020 and FY 2021 to date, including equipment and service plans.

${\bf Response:}$

FY20 Mobile Communication Costs: \$4,903.02 FY21 YTD Mobile Communication Costs: \$1,169.16

• A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned.

Response: None

• A list of employee bonuses or special award pay granted in FY 2020 and FY 2021, to date.

Response: None

• A list of travel expenses, arranged by employee.

Response: See below table

Name of Traveler	Position Title	Purpose	Expenditure
Ronnie Dampier	Chief of Staff	NFBPA Board	\$ 1,467.90
		Meeting- Phoenix	
Ronnie Dampier	Chief of Staff	NFBPA Board	\$ 1,416.80
		Meeting- Houston	
Nimotalai Azeez	Budget and Data	NFBPA FORUM -	\$ 487.96
	Analyst	Austin	

• A list of the total overtime and worker's compensation payments paid in FY 2020 and FY 2021, to date.

Response: None

8. Please provide a list of each <u>collective bargaining agreement</u> that is currently in effect for agency employees.

Response: None

 Please include the bargaining unit (name and local number), the duration of each agreement, and the number of employees covered.

Response: N/A

• Please provide, for each union, the union leader's name, title, and his or her contact information, including e-mail, phone, and address if available.

Response: N/A

 Please note if the agency is currently in bargaining and its anticipated completion date.

Response: N/A

9. Please identify all <u>electronic databases</u> maintained by your agency, including the following:

Response: None

 A detailed description of the information tracked within each system;

Response: N/A

 The age of the system and any discussion of substantial upgrades that have been made or are planned to the system;

Response: N/A

• Whether the public can be granted access to all or part of each system.

Response: N/A

10. Please describe the agency's procedures for investigating allegations of **sexual harassment** or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY 2020 and FY 2021, to date, and whether and how those allegations were resolved.

Response: DMOI follows the procedures outlined in Mayor's Order 2017-313 as it relates to sexual harassment allegations and investigations. There were no sexual harassment allegations received by DMOI in FY2020 and FY2021 to date.

- 11. For any **boards or commissions** associated with your agency, please provide a chart listing the following for each member:
 - The member's name:
 - Confirmation date:
 - Term expiration date;
 - Whether the member is a District resident or not;
 - Attendance at each meeting in FY 2020 and FY 2021, to date.
 - Please also identify any vacancies.

Response: None

12. Please list the <u>task forces and organizations</u>, including those inside the government such as interagency task forces, of which the agency is a member and any associated membership dues paid.

Response: See below table

Task Force Name	Task Force	DMOI Task	Dues
	Type	Force Member	Amount
Vision Zero Working Group	Interagency	Lucinda Babers	None
		Ronnie Dampier	
		Jonathan Rogers	
Autonomous Vehicles Working	Interagency	Jonathan Rogers	None
Group			
Undergrounding Project	Interagency	Jonathan Rogers	None
Consumer Education Task			
Force			
Major Crash Review Task Force	Interagency	Jonathan Rogers	None
Interagency Parking	Interagency	Ronnie Dampier	None
Enforcement Coordination		Jonathan Rogers	
DCST Congestion Pricing Study	Interagency	Jonathan Rogers	None
Steering Committee			
Interagency Municipal	Interagency	Jonathan Rogers	None
Transportation Electrification			
Group			
Anacostia Waterfront Working	Interagency	Jonathan Rogers	None
Group			
Transportation Climate	Interagency	Lucinda Babers	None
Initiative			

13. How does the agency solicit **feedback** from the public? Please describe.

Response: Since DMOI is not an operational agency with operational programs, the office does not directly solicit feedback from the public. However, we support any feedback mechanisms utilized by agencies under our purview. Also, the public has the ability to contact us via phone, website, and social media.

• What is the nature of comments received? Please describe.

Response: Regarding the few comments received from the public via our website and social media, virtually all involve resolving a customer issue with agencies under our purview.

• How has the agency changed its practices as a result of such feedback?

Response: DMOI's consistent procedures involve following up with the agency and monitoring to determine any patterns in comments received.

14. Please complete the following chart about the residency of **new hires**:

Number of Employees Hired in FY 2020 and FY 2021, to date

Position Type	Total Number	Number who are District Residents
Continuing	1	1
Term	0	0
Temporary	0	0
Contract	0	0

15. Please provide the agency's FY 2020 Performance Accountability Report (PAR).

Response: See attachment B – DMOI FY20 PAR

B. BUDGET AND FINANCE

16. Please provide a chart showing the agency's <u>approved budget and</u> <u>actual spending</u>, for FY 2020 and FY 2021, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for each program and activity code.

Response: See tables below

Office of the Chief Financial Officer

Analysis of Available Budget for Operating Fund FY 2020 - Month 13

KOO - DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE

	IEL SERVICES	C 1 D 1	6	6		Total	A 11-1-1-	D. C.
Group	Comp Source Group Title	Current Budget	Current Pre- Encumbrances	Current Encumbrances	Current Expenditures	Total Commitments	Available Balance	Percent Obligated
0011	REGULAR PAY - CONT FULL TIME	818,115.00	0.00	0.00	920,658.06	920,658.06	(102,543.06)	113%
0014	FRINGE BENEFITS - CURR PERSONNEL	204,529.00	0.00	0.00	162,441.90	162,441.90	42,087.10	79%
0015	OVERTIME PAY	0.00	0.00	0.00	11,885.46	11,885.46	(11,885.46)	
PERSONNE	L SERVICES	1,022,644.00	0.00	0.00	1,094,985.42	1,094,985.42	(72,341.42)	107%
NON-PER	SONNEL SERVICES							
mp Source Gr								
rip source di	Comp Source Group Title	Current Budget	ent Pre-Encumbra	rrent Encumbran	irrent Expenditur	otal Commitmen	Available Balance	ercent Obligate
0020	SUPPLIES AND MATERIALS	Current Budget 41,000.00		rent Encumbran 0.00	rrent Expenditur 0.00	otal Commitmen 0.00	Available Balance 41,000.00	ercent Obligate 0%
All the same of th	A CONTRACTOR OF THE PROPERTY O		0.00	0.00				
0020	SUPPLIES AND MATERIALS	41,000.00	0.00 0.00	0.00 0.00	0.00	0.00	41,000.00	0%
0020 0040 0070	SUPPLIES AND MATERIALS OTHER SERVICES AND CHARGES	41,000.00 115,239.00	0.00 0.00	0.00 0.00	0.00 19,598.23	0.00 19,598.23	41,000.00 95,640.77	0% 17%
0020 0040 0070 NON-PERSO	SUPPLIES AND MATERIALS OTHER SERVICES AND CHARGES EQUIPMENT & EQUIPMENT RENTAL DNNEL SERVICES	41,000.00 115,239.00 45,000.00	0.00 0.00 0.00	0.00 0.00 0.00	0.00 19,598.23 0.00	0.00 19,598.23 0.00	41,000.00 95,640.77 45,000.00	0% 17% 0%
0020 0040 0070	SUPPLIES AND MATERIALS OTHER SERVICES AND CHARGES EQUIPMENT & EQUIPMENT RENTAL DNNEL SERVICES	41,000.00 115,239.00 45,000.00 201,239.00	0.00 0.00 0.00	0.00 0.00 0.00 0.00	0.00 19,598.23 0.00 19,598.23	0.00 19,598.23 0.00 19,598.23 1,114,583.65	41,000.00 95,640.77 45,000.00 181,640.77	0% 17% 0% 10%

For FY20, the \$109,299 surplus is primarily due to NPS spending freeze due to COVID-19. Specifically, office supply expenditures were reduced, DMOI communications, outreach, and PSAs were delayed, and computer laptops were not refreshed.

Office of the Chief Financial Officer

Analysis of Available Budget for Operating Fund FY 2021 - Month 03

KOO - DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE

0100 -	LOCAL FUNDS	ONS AND IN	TRASTRUCT	OKL				
	NEL SERVICES							
Comp Source Group	Comp Source Group Title	Current Budget	Current Pre- Encumbrances	Current Encumbrances	Current Expenditures	Total Commitments	Available Balance	Percent Obligated
0011	REGULAR PAY - CONT FULL TIME	982,726.69	0.00	0.00	252,295.76	252,295.76	730,430.93	269
0014	FRINGE BENEFITS - CURR PERSONNEL	245,681.68	0.00	0.00	40,762.50	40,762.50	204,919.18	17%
0015	OVERTIME PAY	0.00	0.00	0.00	1,268.47	1,268.47	(1,268.47)	
PERSONN	IEL SERVICES	1,228,408.37	0.00	0.00	294,326.73	294,326.73	934,081.64	24%
NON-PE	RSONNEL SERVICES							
ip Source G	Comp Source Group Title	Current Budget	nt Pre-Encumbra	rent Encumbran	ırrent Expenditur	otal Commitmen	Available Balance	Percent Obligate
0020	SUPPLIES AND MATERIALS	40,996.91	0.00	0.00	10,000.00	10,000.00	30,996.91	24%
0070	EQUIPMENT & EQUIPMENT RENTAL	28,173.04	0.00	0.00	0.00	0.00	28,173.04	0%
NON-PER	SONNEL SERVICES	69,169.95	0.00	0.00	10,000.00	10,000.00	59,169.95	14%
0100 - L	OCAL FUNDS	1,297,578.32	0.00	0.00	304,326.73	304,326.73	993,251.59	23%
Summary		1,297,578.32	0.00	0.00	304,326.73	304,326.73	993,251.59	23%
Jan 26, 2	2021			1				1:52:17 PM

For FY21 YTD, expenditures are on track.

- 17. Please list any **reprogrammings**, in, out, or within, related to FY 2020 or FY 2021 funds. For each reprogramming, please list:
 - The reprogramming number;
 - The total amount of the reprogramming and the funding source (i.e., local, federal, SPR);
 - The sending or receiving agency name, if applicable;
 - The original purposes for which the funds were dedicated;
 - The reprogrammed use of funds.

Response: None

- 18. Please provide a complete accounting for all <u>intra-District transfers</u> received by or transferred from the agency during FY 2020 and FY 2021, to date, including:
 - Buyer agency and Seller agency;
 - The program and activity codes and names in the sending and receiving agencies' budgets;
 - Funding source (i.e. local, federal, SPR);
 - Description of MOU services;
 - Total MOU amount, including any modifications;
 - The date funds were transferred to the receiving agency.

Response: See tables below

Deputy Mayor for Operations and Infrastructure FY 2020 Intra-Districts

(Year End)

DMOI as the Seller

Seller

Buyer Agency	Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
		Description of delvice				
		Grand Total	\$0.00	\$0.00	\$0.00	\$0.00

DMOI as the Buyer

Seller	Appr		Amount	Amount	Amount	Net
Agency	Fund	Description of Service	Advanced	Billed	Returned	Balance
OCP	0100	Purchase Card	\$20,461.46	\$11,219.95	\$9,241.51	\$0.00
	0100	Support Services	\$8,000.00	\$5,904.56	\$2,095.44	\$0.00
		Grand Total	\$28,461.46	\$17,124.51	\$11,336.95	\$0.00

Deputy Mayor for Operations and Infrastructure FY 2021 Intra-Districts

(December)

DMOI as the Seller

Seller

Buyer Agency	Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
		Grand Total	\$0.00	\$0.00	\$0.00	\$0.00

DMOI as the Buyer

Seller	Appr		Amount	Amount	Amount	Net
Agency	Fund	Description of Service	Advanced	Billed	Returned	Balance
OCP	0100	Purchase Card	\$10,000.00	\$3,370.53	\$0.00	\$6,629.47
		Grand Total	\$10,000.00	\$3,370.53	\$0.00	\$6,629.47

19. Please provide a list of all <u>MOUs</u> in place during FY 2020 and FY 2021, to date, that are not listed in response to the question above.

Response: None

20. Please identify any <u>special purpose revenue accounts</u> maintained by, used by, or available for use by your agency during FY 2020 and FY 2021, to date. For each account, please list the following:

Response: None

• The revenue source name and code;

Response: N/A

• The source of funding;

Response: N/A

• A description of the program that generates the funds;

Response: N/A

• The amount of funds generated by each source or program in FY 2020 and FY 2021, to date;

Response: N/A

• Expenditures of funds, including the purpose of each expenditure, for FY 2020 and FY 2021, to date.

Response: N/A

21. Please provide a list of all projects for which your agency currently has **capital funds** available. Please include the following:

Response: None

• A description of each project, including any projects to replace aging infrastructure (e.g., water mains and pipes);

Response: N/A

The amount of capital funds available for each project;

Response: N/A

 A status report on each project, including a timeframe for completion;

Response: N/A

• Planned remaining spending on the project.

Response: N/A

22. Please provide a complete accounting of all <u>federal grants</u> received for FY 2020 and FY 2021, to date, including the amount, the purpose for which the funds were granted, whether those purposes were achieved and, for FY 2020, the amount of any unspent funds that did not carry over.

Response: None

- 23. Please list each contract, procurement, lease, and grant ("contract") awarded, entered into, extended and option years exercised, by your agency during FY 2020 and FY 2021, to date. For each contract, please provide the following information, where applicable:
 - The name of the contracting party;
 - The nature of the contract, including the end product or service;
 - The dollar amount of the contract, including budgeted amount and actually spent;
 - The term of the contract;
 - Whether the contract was competitively bid or not;
 - The name of the agency's contract monitor and the results of any monitoring activity;
 - Funding source;
 - Whether the contract is available to the public online.

Response: None

- 24. Please provide the details of any **surplus** in the agency's budget for FY 2020, including:
 - Total amount of the surplus;
 - All projects and/or initiatives that contributed to the surplus.

Response: Refer to response to question #16.

C. LAWS, AUDITS, AND STUDIES

25. Please identify any <u>legislative requirements</u> that the agency lacks sufficient resources to properly implement.

Response: None. As an oversight body, DMOI's mission is to facilitate the efficient and effective implementation of the objectives and missions of its cluster agencies.

26. Please identify any statutory or regulatory **impediments** to your agency's operations or mission.

Response: None. As an oversight body, DMOI's mission is to facilitate the efficient and effective implementation of the objectives and missions of its cluster agencies.

27. Please list all <u>regulations</u> for which the agency is responsible for oversight or implementation. Where available, please list by chapter and subject heading, including the date of the most recent revision.

Response: None. The DMOI is responsible for the oversight and, indirectly, the implementation of all regulatory authority within its cluster agencies.

28. Please explain the impact on your agency of any <u>federal legislation or</u> <u>regulations</u> adopted during FY 2020 that significantly affect agency operations or resources.

Response: None

29. Please provide a list of all studies, research papers, and analyses ("<u>studies</u>") the agency requested, prepared, or contracted for during FY 2020. Please state the status and purpose of each study.

Response: None

30. Please list and describe any ongoing **investigations**, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY 2020 and FY 2021, to date.

Response: None

31. Please identify all <u>recommendations</u> identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. If the recommendation has not been implemented, please explain why.

Response: None

32. Please list any **reporting** requirements required by Council legislation and whether the agency has met these requirements.

Response: None

33. Please list all pending <u>lawsuits</u> that name the agency as a party, and provide the case name, court where claim was filed, case docket number, and a brief description of the case.

Response: None

34. Please list all <u>settlements</u> entered into by the agency or by the District on behalf of the agency in FY 2020 or FY 2021, to date, including any covered by D.C. Code § 2-402(a)(3), and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

Response: None

35. Please list any <u>administrative complaints or grievances</u> that the agency received in FY 2020 and FY 2021, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY 2020 or FY 2021, to date, describe the resolution.

Response: None

D. PROGRAM-SPECIFIC QUESTIONS

36. Please list and describe DMOI's major accomplishments in FY 2020.

Response: The following accomplishments were completed in FY2020:

- Began outreach to all DC government employees to complete the mandatory Vision Zero training to improve traffic safety.
- Participated in the Steering Committee for the DCST Congestion Pricing study, to be transmitted to EOM this Fiscal Year.
- Coordinated with DOEE and DDOT on the contract to write the Transportation Electrification Roadmap and Clean Vehicle Transition Plan.
- Coordinated with DMV on rulemaking process to amend motor vehicle excise tax to encourage greater fuel efficiency.
- Coordinated with DOEE on process of establishing Building Energy Performance Standards.
- Increased social media presence (Twitter, Facebook, Instagram) by 225%.

37. What, if any, functions has DMOI taken over from its subordinate agencies in the past year?

Response: None

- 38. How has DMOI improved coordination between agencies under its purview in the last year?
 - Please give examples of times DMOI has stepped in to assist District residents and improve the coordination or functioning of the agencies under its purview.

Response: DMOI is most effective ensuring agency coordination and helping deconflict any initiatives, programs, or operations individual agencies conduct that may have had unintended consequences for sister-agencies were it not for high-level coordination. DMOI engages in direct customer service with residents who are unsure which agency provides which service, or to clarify how a process works for one service or another.

Successful DMOI coordination helps to ensure a resident or business owner complaint about illegal parking in a Pick-Up/Drop-off zone (PUDO) is addressed by proper curbside management at DDOT and effective enforcement by DPW. Complaints about illegal construction are more easily resolved when DMOI ensures high-level collaboration between DCRA and DDOT, who each permit construction in private and public space, respectively.

DMOI played a major convening role to ensure District properties were in compliance with Federal EPA stormwater and pollution prevention rules. DMOI also coordinated with ABRA, DDOT, and DCRA during phased reopening to enforce CDC guidelines for social distancing in public spaces related to outdoor dining and curbside retail pickup. DMOI also convened and facilitated meetings between independent agencies and utilities to better collaborate on ways to inform residents about utility assistance programs.

39. Please provide examples of the type of data DMOI is using to make decisions and develop services for the agencies under its purview.

Response: DMOI routinely utilizes both quantitative and qualitative data to analyze agency operations and services to recommend improvements in numerous venues, including but not limited to:

 System-wide and acute traffic safety data to identify trends and apply remedies at a broad level;

- The frequency of and geographic nature of customer service and 311 requests regarding agency performance, policies, or processes to improve service;
- Annual performance metrics for cluster agencies in performance plans to continually advance agency goals;
- o Historical budget data to determine program funding levels;
- Research of peer city departments and services to benchmark and discover innovative programs and progressive policy; and
- U.S. Census Bureau and the American Community Survey, which provides population data that helps DMOI agencies plan for future growth in the District and how to provide services that meet the needs of residents and visitors.

E. PUBLIC HEALTH EMERGENCY

40. Please give an overview of any initiatives DMOI started in response to the Public Health Emergency due to COVID-19.

Response: DMOI shifted the focus of its functions to safe operations for District Government staff and providing services remotely or in-person where available, as the public health emergency required. Weekly DMOI agency meetings were also started to more quickly disseminate COVID-19 information and respond to any issues.

41. How has DMOI's operations been affected by COVID-19?

Response: DMOI has pivoted to a 100% telework posture due to the pandemic. This means meetings are conducted by conference call or virtual MS Teams/WebEx meetings. One FTE served as the primary liaison to the Government Operations / Mission Support section of the Emergency Operations Center (EOC) for the COVID-19 response, while other DMOI staff also supported the EOC for interagency coordination, provision of PPE and other resources, and communications.

42. What percentage of DMOI's total employees currently work remotely?

Response: Eight of eight (100%) DMOI employees have regularly worked remotely for the duration of the public health emergency.

43. Please provide a copy of the agency's Continuing Operations Plan and any remote working protocol (if applicable).

Response: At the outset of the public health emergency, COOPs were submitted to the Office of the City Administrator. We defer questions

regarding the specifics of DMOI's COOP and remote working protocol to City Administrator Kevin Donahue.

44. What agency programs and services have been impacted by revenue loss during the PHE?

Response: DMOI does not directly administer any programs or services that generate revenue.

45. How did the agency ensure that all staff have access to appropriate equipment and internet connection, so as to work from home? What happens if a worker did not have the right tech or a stable connection?

Response: All DMOI employees were provided government issued laptop computers, phones, and access to internet-based meeting platforms. In partnership with OCTO, DMOI ensured the devices were equipped with the necessary software for staff to complete duties, including virtual private networks (VPN). If an employee did not have the right tech or stable connection, they were provided a substitute using available resources.

46. Please list any reductions in FTEs stemming from the PHE, noting the division or program.

Response: None

47. How much federal stimulus relief was directed to the agency, and for what purposes was it used? Is the agency anticipating any funding from the most recent stimulus bill, and how will that be factored into the upcoming budget submission or supplemental?

Response: None

48. Was the agency a recipient of any other federal grants stemming related to the public health emergency?

Response: No

49. For any reductions to services, programs, or staffing, please provide the agency's plans to mitigate those in future FYs.

Response: N/A

50. What role has DMOI played in the Executive's response to COVID-19?

Response: DMOI staff is part of the Mission Support EOC Team which met daily at the beginning of the pandemic to coordinate modified

operations and provide support to key health requirements such as testing, food distribution, and all other activities requiring operational support. Currently, the Mission Support EOC Team is meeting as needed with agency reporting occurring bi-weekly. DMOI also coordinates agency responses to media and Council questions related to the pandemic.

Attachments

- A DMOI FY21 Position List
- B DMOI FY20 PAR