

Governance and Personnel:

1. Please provide a complete and current organizational chart for the agency and each division and subdivision within the agency, including:
 - a. The names and titles of all senior personnel;
 - b. A description of the roles and responsibilities for each division and subdivision;
 - c. A narrative explanation of any changes to the organizational chart made in the last calendar year; and
 - d. An indication of whether any positions in the chart are vacant.

RESPONSE

Please refer to **Attachment 1**.

2. Please provide a complete, up-to-date list of contract workers working directly for your agency, ordered by program and activity, and including the following information for each position:
 - a. Title of position;
 - b. Indication that the position is filled or vacant;
 - c. Date employee began in the position;
 - d. Whether the position must be filled to comply with federal or local law;
 - e. If applicable, the federal or local law that requires the position be filled;
 - f. The entity from which they are contracted; and
 - g. The contracted annual cost.

RESPONSE

Please refer to **Attachment 2 – OCFO Contract Workers**. For **Column G - The contracted annual cost** reflects the full-time 12-month cost. In nearly all cases, the actual amount spent is less due to days not worked, as contract workers are not paid for holidays or leave taken. In addition, many of the workers shown will not be working for the OCFO for the full 12 months of the year.

3. Please provide, for each month of FY25 through FY26 to date, the net number of personnel separated from and hired to the agency.

RESPONSE

Month/Fiscal Year	Number of Hires
Oct-24	7
Nov-24	5

Dec-24	10
Jan-25	10
Feb-25	3
Mar-25	12
Apr-25	10
May-25	2
Jun-25	11
Jul-25	9
Aug-25	10
Sep-25	7
Oct-25	9
Nov-25	9
Dec-25	10
Total	124

Month/Fiscal Year	Number of Separations
Oct-24	6
Nov-24	10
Dec-24	12
Jan-25	8
Feb-25	4
Mar-25	5
Apr-25	10
May-25	5
Jun-25	7
Jul-25	7
Aug-25	3
Sep-25	16
Oct-25	6
Nov-25	2
Dec-25	8
Jan-26	0
Total	109

4. Does the agency conduct annual performance evaluations of all its employees? If so, who conducts such evaluations? What steps are taken to ensure that all office employees are meeting individual job requirements?

RESPONSE

Yes, the agency conducts annual performance evaluations for all employees. Performance evaluations consist of a self-evaluation completed by the employee, followed by an overall evaluation and performance rating conducted by the employee's first-level supervisor or manager. To ensure that all office employees are meeting individual job requirements, each employee is assigned specific work goals through an Individual Performance Plan (IPP) at the beginning of each fiscal year. These goals align with the employee's position responsibilities and agency objectives and are evaluated as part of the annual performance review process. Throughout the performance period, managers provide ongoing oversight, including training, periodic coaching, and continuous feedback, to support employees in meeting established expectations. The agency also conducts a mid-year performance review, when applicable, to identify and address any performance deficiencies with the objective of improvement prior to the end of the fiscal year. Additionally, the agency may implement an Individual Development Plan (IDP) for employees who may benefit from further professional development. IDPs are designed to enhance employee skills, competencies, and career growth through targeted training and developmental opportunities. If an employee receives a performance rating below expectations, the agency may implement a Performance Improvement Plan (PIP) to formally outline required improvements, provide additional support, and establish measurable outcomes.

5. Please provide the following for each collective bargaining agreement that is currently in effect for agency employees:
 - a. The bargaining unit (name and local number);
 - b. The start and end date of each agreement;
 - c. The number of employees covered;
 - d. Whether the agency is currently bargaining;
 - e. If currently bargaining, anticipated completion date;
 - f. For each agreement, the union leader's name title and contact information; and
 - g. A copy of the ratified collective bargaining agreement.

RESPONSE

- a. The bargaining unit (name and local number);
 - The American Federation of State, County and Municipal Employees (AFSCME), Local 2776
 - The American Federation of State, County and Municipal Employees (AFSCME), Local 1200

- b. The start and end date of each agreement;
 - Master Agreement;
October 1, 2016 – September 30, 2010
 - Compensation Agreement Units 1 & 2;
October 1, 2021 – September 30, 2025
 - c. The number of employees covered;
 - 444
 - d. Whether the agency is currently bargaining;
 - The agency is not currently bargaining.
 - e. If currently bargaining, anticipated completion date;
 - Not applicable.
 - f. For each agreement, the union leader’s name title and contact information:
 - Alfred Barnes, Jr., President, AFSCME Local 2776
Contact Information: 202-657-1689
 - Deborah Williams, President, AFSCME Local 1200
Contract Information: 240-877-5871,
Communicationswithlocal1200dw@yahoo.com
 - g. A copy of the ratified collective bargaining agreement:
 - See Attachment 5g; Master Agreement
 - See Attachment 5g-1; Compensation Agreement Units 1 & 2
6. Please list all employees currently detailed to or from your agency. For each detailed employee, include:
- a. The reason for the detail;
 - b. The job duties if detailed to your agency;
 - c. The start date of detail;
 - d. The agency the employee is detailed to/from; and
 - e. The projected date of return.

RESPONSE

There are no employees currently detailed to or from the agency.

7. Please provide a copy of your agency’s Schedule A, as of the date of receipt of this questionnaire.

RESPONSE

Please refer to **Attachment 7**.

8. Please provide a list and description of all memorandums of understanding and memorandums of agreement in effect during [previous fiscal year] and [current fiscal year], to date.

RESPONSE

OCFO	Agency 2	Description	Amount	Effective Date	Termination Date
OCFO/EDRC	ABCA	Financial services	\$55,000.00	10/1/2024	9/30/2025
OCFO/OFT	DOB	Cashier services	\$83,597.00	10/1/2024	9/30/2025
OCFO/OFT	DOB	Armored car services	\$8,248.65	10/1/2024	9/30/2025
OCFO/OFT	DCPS	Cashier services	\$18,195.00	10/1/2024	9/30/2025
OCFO/OFT	DOC	Armored car services	\$3,874.58	10/1/2024	9/30/2025
OCFO/EDRC	DSLBD	Financial services	\$120,000.00	10/1/2024	9/30/2025
OCFO/EDRC	RPTAC	Financial services	\$50,000.00	10/1/2024	9/30/2025
OCFO/EDRC	OCTFME	Financial services	\$164,452.00	10/1/2024	9/30/2025
OCFO/OFT	BEGA	Merchant services	\$3,503.74	10/1/2024	9/30/2025
OCFO/OFT	DFHV	Merchant services	\$25,237.69	10/1/2024	9/30/2025
OCFO/OFT	DOH	EBT, WIC and WFMNP Project Management Services	\$241,772.85	10/1/2024	9/30/2025
OCFO/OCIO	OCTO	PeopleSoft integration with budget formulation system	\$527,262.48	10/1/2024	9/30/2025
OCFO/OFT	DOB	Merchant services	\$500,000.00	10/1/2024	9/30/2025
OCFO/OFT	DOH	Armored car services	\$4,579.01	10/1/2024	9/30/2025
OCFO/OFT	DOH	Two Full Time Cashier Positions	\$219,307.33	10/1/2024	9/30/2025
OCFO/OFT	DOH	Merchant services	\$301,369.93	10/1/2024	9/30/2025
OCFO/OFT	DBH	Armored car services	\$4,464.37	10/1/2024	9/30/2025
OCFO/OFT	DCHR	Two HR Specialist Positions for HR Processing services for the 401a/457b Plans	\$247,792.54	10/1/2024	9/30/2025
OCFO/OFT	DPR	Merchant services	\$85,223.25	10/1/2024	9/30/2025

OCFO/OCIO	OCTO	PeopleSoft licensing for the Federal Police Pension	\$66,535.75	10/1/2024	9/30/2025
OCFO/OFT	OCTFME	Merchant Services	\$1,956.41	10/1/2024	9/30/2025
OCFO/OFRM	DCHR	Financial Services	\$425,094.71	10/1/2024	9/30/2025
OCFO/OFRM	OFRM	Financial Services	\$165,479.60	10/1/2024	9/30/2025
OCFO/OFRM	OIG	Financial Services	\$122,145.87	10/1/2024	9/30/2025
OCFO/OFRM	OCP	Financial Services	\$144,892.38	10/1/2024	9/30/2025
OCFO/OFRM	DACL	Financial Services	\$128,764.31	10/1/2024	9/30/2025
OCFO/OFRM	DACL	Non-personnel Services for Random Moment Time Study	\$71,384.00	10/1/2024	9/30/2025
OCFO/OFT	UDC	Armored car services	\$17,984.27	10/1/2024	9/30/2025
OCFO/OFT	DMV	Armored car services	\$90,439.54	10/1/2024	9/30/2025
OCFO/OFT	DMV	Cashier services	\$275,071.49	10/1/2024	9/30/2025
OCFO/OFT	DHS	TANF EBT Services	\$942,111.51	10/1/2024	9/30/2025
OCFO/OFT	DDOT	Merchant Services	\$852,386.41	10/1/2024	9/30/2025
OCFO/OTR	OCP	Auction of seized property	\$60,000.00	10/1/2024	9/30/2025
OCFO/OFT	DOC	Armored car services	\$1,680.00	10/1/2024	9/30/2025
OCFO/OFT	DHS	EBT SNAP Services	\$2,683,756.37	10/1/2024	9/30/2025
OCFO/OTR	OCTO	Website redesign	\$40,000.00	10/1/2024	9/30/2025
OCFO/OPRS	OCTO	PeopleSoft licensing for the District Residents Program	\$27,845.76	10/1/2024	9/30/2025
OCFO/OFT	DOEE	Merchant Services	\$185,497.26	10/1/2024	9/30/2025
OCFO/OFT	DHS	Merchant services	\$126,488.67	10/1/2024	9/30/2025
OCFO/OTR	DDOT	Public Space Rental	\$241,592.00	10/1/2024	9/30/2025
OCFO/OTR	OAG	Tax Fraud Specialist Position in OAG Criminal Section	\$370,482.05	10/1/2024	9/30/2025

OCFO/OFT	DOB	Merchant Services	\$901,974.45	10/1/2024	9/30/2025
OCFO/OFT	ABCA	Merchant Services	\$249,837.10	10/1/2024	9/30/2025
OCFO/OFT	DLCP	Armored car services	\$8,248.65	10/1/2024	9/30/2025
OCFO/OFT	DLCP	Cashier services	\$99,392.56	10/1/2024	9/30/2025
OCFO/OFT	DOB	Merchant Services	\$901,974.45	10/1/2024	9/30/2025
OCFO/OFT	DPW	Merchant Services	\$105,998.39	10/1/2024	9/30/2025
OCFO/OTR	DHCF	Collection of Assessments on Health Care Providers	\$178,440.90	10/1/2024	9/30/2025
OCFO/PSJC	MPD	Background checks	\$8,212.50	12/5/2024	9/30/2025
OCFO/EDRC	OTA	Financial Services	\$50,000.00	1/8/2025	9/30/2025
OCFO/OCIO	DGS	Tenant Improvement Allowance for 1101 4th St SW	\$160,312.00	5/23/2025	9/30/2025
OCFO/OFT	DOB	Velosimo Adaptor for Accela for Payments	\$25,591.26	6/2/2025	9/30/2025
OCFO/OPRS	OCTO	US Secret Service Pension Administration	\$0.00	Execution	9/30/2025
OCFO/OTR	DCPL	MLK Library Space Rental	\$1,470.00	11/18/2025	11/18/2025
OCFO/OLG	MPD	Background checks	\$3,000.00	10/1/2025	9/30/2026
OCFO/OIO	MPD	Background Checks	\$4,500.00	12/9/2025	9/30/2026
OCFO/OFT	DOC	Armored Car Services	\$5,191.12	10/1/2025	9/30/2026
OCFO/EDRC	ABCA	Financial Services	\$10,000.00	10/1/2025	9/30/2026
OCFO/OFT	DCHR	Administration of the Certified Public Manager Program	\$10,254.83	10/1/2025	9/30/2026
OCFO/EDRC	RPTAC	Financial Services	\$50,000.00	10/1/2025	9/30/2026
OCFO/OFT	DCRB	Ministerial services for	\$150,000.00	10/1/2025	9/30/2026

		District OPEB Programs			
OCFO/EDRC	OCTFME	Financial Services	\$164,854.00	10/1/2025	9/30/2026
OCFO/OPRS	OCTO	Peoplesoft advanced support services for the Federal Police Pension	\$229,782.80	10/1/2025	9/30/2026
OCFO/OFT	DCHR	Two HR Specialist Positions for HR Processing services for the 401a/457b Plans	\$247,792.54	10/1/2025	9/30/2026
OCFO/OFT	DDOT	Merchant Services	\$577,926.99	10/1/2025	9/30/2026

Finance and Budget:

9. Please provide a status report, including timeframe of completion, for all projects for which your agency currently has capital funds available.

RESPONSE

Please refer to **Attachment 9**.

10. Please provide copies of all budget enhancement requests (The Form B or similar form) submitted in the formulation of the FY25 and FY26 proposed budgets.

RESPONSE

Please refer to **Attachment 10**.

11. Please list all budget enhancements in FY26 and provide a status report on the implementation of each enhancement.

RESPONSE

Please refer to **Attachment 11** for the list of FY 26 Budget enhancements and their status.

12. Please fill out the attached spreadsheet titled “Question 12 Grants Received,” and list all federal and/or private grants received by your agency in FY25 and FY26 to date, current balances, and indicate any that lapsed during or at the end of [previous fiscal year].
 - a. Please submit the completed document in both Excel and PDF formats.
 - b. Please include your Agency Code in the filename (e.g., question_12_AB0_2026.xls).

RESPONSE

Please refer to **Attachment 12** – OCFO Grants Received

13. List all grants issued by your agency in FY25 and FY26, to date in the attachment labeled “Question 13 Grants Issued”.
 - a. Please submit the completed document in both Excel and PDF formats.
 - b. Please include your Agency Code in the filename (e.g., Question_13_AB0_2026.xls).

RESPONSE

OCFO Agency AT0 typically does not award or issue grants and did not do so in FY 25 or FY 26.

Operations:

14. Please provide the Committee with a list of all vehicles owned or leased by the agency; the purpose of the vehicle; the division the vehicle is assigned to, if applicable; and whether the vehicle is assigned to an individual employee.

RESPONSE

See below for the list of vehicles owned or leased by the OCFO. The vans are used for daily mail runs along with transporting equipment and staff to various District facilities. Due to their age, it is rare that all owned vehicles are in service at the same time. The Toyota Corolla passenger vehicles are used by assessors, collection officers and other staff as they move about the District. The vehicles are not assigned by division and no vehicle is assigned to an individual employee.

OCFO Owned Vehicles

1. 2015 Dodge Grand Caravan Vin# 2C4RDGBG5FR551327 - DC Tag # DC10820
2. 2015 Dodge Grand Caravan Vin# 2C4RDGBG6FR559694 – DC Tag # DC10821
3. 2015 Dodge Grand Caravan Vin# 2C4RDGBG8FR559695 – DC Tag # DC10822
4. 2017 Dodge Grand Caravan Vin# 2C4RDGCG1HR789788 – DC Tag # DC12807
5. 2017 Chevy Express Vin# 1GAZGNFF0H1305749 – DC Tag # DC13417
6. 2019 Dodge Grand Caravan Vin# 2C4RDGBG4KR675518 – DC Tag # DC13417
7. 2009 Ford E150 15 Passenger Vin# 1FTNE14L79DA67394 – DC Tag # DC9261

Leased Vehicles from DPW:

1. 2018 Toyota Corolla Vin# 2T1BURHEXJC058836 – DC Tag # DC12393
2. 2108 Toyota Corolla Vin# 5YFBURHE1JP807782 – DC Tag # DC12395
3. 2018 Toyota Corolla Vin# 2T1BURHE2JC060564 – DC Tag # DC12416
 4. 2018 Toyota Corolla Vin# 2T1BURHE3JC062033 – DC Tag # DC12418
 5. 2018 Toyota Corolla Vin# 5YFBURHE0JP810155 – DC Tag # DC12432
 6. 2018 Toyota Corolla Vin# 5YFBURHE3JP810859 – DC Tag # DC12433

15. For each objective and activity in the agency’s FY25 Performance Plan, please list:
 - a. The measure of greatest improvement for the agency, and the actions the agency took to improve that measure’s outcome, efficiency or quantity; and
 - b. For all measures with missed targets (if any), explain the actions the agency is taking to improve that measure’s outcome, efficiency, or quantity.

RESPONSE

The OCFO does not have a FY25 Performance Plan. This is a tool used by the Office of the City Administrator to measure the performance of agencies under the Mayor’s authority.

16. List all new objectives, activities and projects in the agency’s [current fiscal year] Performance Plan and explain why they were added.

RESPONSE

The OCFO does not have an FY26 Performance Plan.

17. Describe problems and challenges, including chronic maintenance issues and design flaws, in agency-owned or leased facilities.
- a. What capital or operating projects arose from these issues in FY25 and FY26 to date, including cost and actions taken?

RESPONSE

The OCFO operates in District-owned or leased facilities, with major maintenance responsibilities under the Department of General Services (DGS). OCFO Agency AT0 has no capital projects or operating budget assigned to cover major maintenance projects.

The majority of OCFO staff are housed at the SW Waterfront 4th Street location. The two buildings there that are leased to the District are in the last stages of a full building refresh. No major maintenance issues have been reported in the areas where the refresh has been completed.

OCFO has several departments that are located at various other facilities in the District. OCFO managers at those locations have reported the following concerns:

Location- Marion Barry Building, 441 4th St NW

Chronic maintenance problems include deteriorating ceiling systems, with ceiling tiles frequently damaged or dislodged and, in some instances, falling and nearly striking employees. This presents a clear safety hazard and indicates underlying infrastructure or moisture-related issues.

Elevator reliability is also a significant concern. Elevators frequently malfunction or are out of service, and there have been instances in which employees were trapped inside elevators. These incidents raise serious safety concerns and disrupt daily operations, particularly for employees and visitors with mobility needs.

In parking garage areas, leaking pipes have created persistent pools of standing water that remain for extended periods, sometimes lasting weeks. These conditions increase the risk of slips and falls, contribute to structural deterioration, and raise concerns about mold, corrosion, and long-term facility integrity.

Additionally, there are ongoing issues related to insufficient cleaning, dust accumulation, and indoor air quality. Employees have reported respiratory issues while working in the office, suggesting that ventilation systems, housekeeping standards, and air filtration may not be adequate. These conditions negatively affect employee health, morale, and productivity.

Collectively, these chronic maintenance issues and facility design limitations indicate a need for more consistent preventive maintenance, timely corrective actions, and greater oversight of building conditions. Without intervention, these challenges will continue to pose safety risks, increase operational inefficiencies, and potentially expose the agency to liability.

Ongoing Workspace Issues for OCFO Staff assigned to Human Services Cluster Agencies

Workspace requirements for HSSC-OCFO Fiscal Units and their staff are provided by the Mayor's Program Operations at individual agencies in various locations throughout the District. In FY 2026 HSSC-OCFO personnel total 136 FTEs for which no funding is provided to the agencies' program operations in support of office space occupied by the HSSC-OCFO staff.

Challenges

In FY 2024 and FY 2025 the HSSC-OCFO organization was under continued pressure to maintain its operational levels by having to address/oppose numerous Agencies' call for HSSC-OCFO to give up and/or vacate agency donated workspaces. Other options we've had to negotiate or accept were to greatly reduce our workspace levels and/or share workspace with Program staff to accommodate their growth, closing facilities, and moving programs and their staff to targeted locations.

In cases where we've had to accept space reductions and share workspace with program staff, certain aspects of OCFO operations have been lost or critically diminished. Priority concerns are:

- *OCFO operational privacy*
- *Security (documentation and office equipment)*
- *OCFO employee personal items and safety*

Note- Although the discussions diminished the latter part of FY2025, it's anticipated that we will have to address HSSC-OCFO workspace accommodations with 3-5 agencies in FY2026.

18. Please list each new initiative implemented by the agency during FY25 and FY26 to date.

For each new initiative, please provide:

- c. A description of the initiative;
- d. Actual start date;
- e. Actual or anticipated end date;
- f. The funding required to implement the initiative;
- g. Whether the initiative was mandated by legislative action;
- h. Problems or challenges faced in the program's implementation;
- i. The metrics the agency is collecting to measure the initiative's success; and
- j. An assessment of the initiative's success thus far.

RESPONSE

1. Merchant Services Implementation [**Recorder of Deeds**]

a. **A description of the initiative**

The initiative was directed by the Mayor's budget office to offset the overall cost of merchant services. If the agency's customer wanted to use a credit or debit card to originate payment of services rendered by a District agency, the customer would be responsible for the cost of that transaction. In addition, we are including a fee free option for all payments utilizing an e-Check payment type. The District merchant fees had been on a steady rise year after year. The overall cost last fiscal year for merchant fees exceeded 9 million dollars.

In addition to moving to a convenience fee model, we are improving the experience for the customer by adding payment types that previously were not available. These payment types include PayPal, Google Pay, Apple Pay and e-Check electronic (ACH) payments.

b. **Actual start date**

The initiative started in Fiscal Year 2024 with determining the scope of work required to embed the payment processor within several agency programs such as eTims with DMV. This required weekly update meetings with OCFO staff, agency staff, Paymentus (the payment processor) and various third-party agency partners.

c. **Actual or anticipated end date**

At the time of this reporting, several agencies are up and running including OTR, DMV, DDOT, DCPL, MPD, and DOES

The completion date will be extended into FY27. The goal is to move each agency to this payment process, focusing on the largest volume agencies and any

agencies that are currently completing vendor update implementations first. At the time of this reporting the following agencies are in various stages of implementation; DOB, OAH, DC Events, FEMS, DHCD, DOH, and DISB.

d. **The funding required to implement the initiative**

The payment processing vendor is covering the cost of implementation on their side with the District. However there have been costs associated with embedding the payment processing within agency third-party vendors. The costs are minimal and are exceeded by the cost savings of the merchant fees previously covered by District

e. **Whether the initiative was mandated by legislative action**

The initiative was included in the FY__ budget and financial plan as a cost savings mechanism.

f. **Problems or challenges faced in the program's implementation**

The greatest challenge has been working with agency third-party vendors. Some are more cooperative than others.

g. **The metrics the agency is collecting to measure the initiative's success**

The success of the initiative will be based on customer satisfaction. We hope that the fee free option or the digital wallet option will be a convenience that our customers will appreciate.

h. **An assessment of the initiative's success thus far**

We have learned from the challenges of implementation, but overall, the volume shows that the project has been successful. In the first two weeks after implementation at DMV, which included the holidays, over 64,000 transactions were processed.

2. Office of Tax and Revenue: Please refer to **Attachment 18**.

3. Cash Management [**Office of Finance and Treasury**]

a. **A description of the initiative**

Cash Management Best Practices and Optimization

The Cash Management Best Practices and Optimization initiative will lead to improved cash flow forecasting accuracy, more efficient cash management, and improved investment of District excess cash.

b. **Actual start date**

September 18, 2025

c. Actual or anticipated end date

On-going

d. The funding required to implement the initiative

The Office of the Chief Financial Officer (OCFO) FY2026 annual operating budget

e. Whether the initiative was mandated by legislative action

The initiative was not mandated by legislation, rather, it is a part of the OCFO's on-going efforts to continuously improve financial operations and sustain and enhance the District's financial position.

f. Problems or challenges faced in the program's implementation

None at this time.

g. The metrics the agency is collecting to measure the initiative's success

Key metrics to measure the initiative's success include improved visibility of all cash held by the District, improved cash flow forecasting accuracy, implementation of a pooled cash structure that decreases that number of bank accounts held by the District, and improved investment performance by pooling funds in one investment bucket enabling higher returns.

h. An assessment of the initiative's success thus far

The initiative is currently in Phase 1 and is on track.

19. Please list any legislation that impacts your agency from FY25 and FY26 and provide a status report on the agency's implementation related to each piece of legislation.

RESPONSE

Based on the OPEB Fund Administrative Costs Amendment Act of 2018, passed as Subtitle I.D. of the Fiscal Year 2019 Budget Support Act of 2018, effective October 30, 2018 (D.C. Law 22-168; 65 DCR 13694), OPEB Administration expenditures are reflected in the General Fund and paid with Special Purpose Revenue. In order to reflect the self-funding status of the OPEB Plan, the Office of Finance and Treasury would like to propose the following amendment to the OPEB Fund Administrative Costs Amendment Act of 2018:

The District of Columbia Government Comprehensive Merit Personnel Act of 1978, effective March 3, 1979 (D.C. Law 2-139; D.C. Official Code § 1-601.01 et seq.) is amended as follows:

Section 2109(d-3) (D.C. Official Code § 1-621.09) is amended as follows:

“All expenses incurred by the Chief Financial Officer in administering the Other Post Employment Benefits Fund (the ‘Fund’), including hiring staff for the Office of the Chief Financial Officer and paying vendors in support of the Fund’s activities, shall be paid from the accumulated assets of the Fund. The budget prepared and submitted by the Mayor, pursuant to D.C. Official § 1-204.42, shall include recommended expenditures, at a reasonable level, for the administrative expenses of the Fund for the forthcoming fiscal year. The budget enacted pursuant to D.C. Official § 1-204.46 may designate a portion of the Fund’s assets to be allocated for the administrative expenses of the Fund; provided, that the budget shall not specify the specific manner in which, or the specific purposes for which, the Chief Financial Officer may expend such portion of the Fund. As of October 1, 2026, all agency-level budgets established for the administration costs associated with the Fund are eliminated.”

20. Customer feedback

- a. How does the agency solicit feedback from customers (i.e., District residents served)? Please describe.
- b. What has the agency learned from this feedback?
- c. How has the agency changed its practices because of such feedback?

RESPONSE

a. How does the agency solicit feedback from customers (i.e., District residents served)? Please describe.

The Office of Tax and Revenue (OTR) uses multiple channels to gather input from residents, businesses, and taxpayers. Consistent with previous years, these efforts include online and in-person surveys, community meetings, and public forums that allow stakeholders to share concerns and recommendations directly with Office staff. OTR also engages with the public through social media platforms and provides dedicated email addresses and phone lines to encourage ongoing feedback and communication.

b. What has the agency learned from this feedback?

Feedback received through these various channels continues to provide OTR with important insights into taxpayer experiences and operational challenges. For example, taxpayers informed the Office of Tax and Revenue (OTR) that their payments made electronically were being misapplied to their spouse’s account. In some cases, this resulted in a liability for one spouse and an overpayment for the other. This input highlighted a negative customer experience.

In another instance, taxpayers reported the MyTax payment confirmation language was not clear on how to cancel a payment. Based on this feedback, OTR did an internal review of the language and agreed with the taxpayer's feedback.

Additionally, survey responses and direct communications revealed that some taxpayers believed they were required to log into their MyTax accounts to pay real property taxes. OTR used this feedback as an opportunity to clarify the process and educate taxpayers that real property taxes can be paid without signing into MyTax.

Overall, similar to last year, taxpayer feedback has helped OTR better understand areas where processes, communication, or systems could be improved.

c. How has the agency changed its practices because of such feedback?

In response to feedback on electronic payments being misapplied, OTR worked with several business units to remedy this matter to improve customer experience. The OTR also made corrections to the impacted taxpayer's account.

To address concerns about the MyTax payment confirmation language, OTR created and implemented updated language by using the Plain Language model. The update has been well received by the taxpayers-based survey information.

Finally, based on survey data indicating confusion about real property tax payments, OTR updated the MyTax landing page to prominently direct users to the appropriate section for paying real property taxes without logging in. This change has helped reduce confusion and improve the taxpayer experience.

As in prior years, these adjustments demonstrate how the Office uses stakeholder feedback to refine its operations and improve service delivery.

Laws, Audits, and Reports:

21. Please identify any legislative modifications that would enable the agency to better meet its mission.

RESPONSE

1. Cash Optimization and Pooling Project – Legislative action is required to change the timing of pension payments from a single lump sum to per-pay-period installment payments.
2. STEERS Act collections: The OCFO's Central Collections Unit (CCU) has been working closely with the Office of the Attorney General, pursuant to the Strengthening Traffic Enforcement, Education and Responsibility (STEER Act), to have court judgments entered against debtors in neighboring states. Once judgement

is entered, CCU can assume collection activities on these debts. This should increase the overall collection of the unit thus the transfer of funds to the General Fund. To further effectuate the intent of the Delinquent Debt Recovery Act, the Council may wish to allow recovered funds in STEER Act cases to flow into the General Fund.

3. Real property taxes:

- a. There is a discrepancy in the payment dates of real property taxes. D.C. Code § 47-811 imposes a due date of September 15th for the second half real property tax bill, while the first half bill is due on March 31st. In both cases, interest accrues on the day following its respective due date. Programming interest cycles will vary depending on which period the tax became delinquent, with interest being assessed twice per month (i.e., on the 1st day and on the 16th day). Payment due dates on the tax bill for previous periods cannot be synchronized on the same bill, since the real property tax bill provides 30 days to pay. Having a two-track interest cycle within a single month creates confusion for the taxpayer and significant administrative issues. This also results in problems with tax sale redemptions since full payment is required and calculating interest adjustments twice a month creates obstacles for the redemption process when the amount owing is changing frequently. These issues are alleviated when both due dates occur at the end of the respective months, i.e., March 31st and September 30th.
- b. The District's tax sale law should be amended. Pursuant to a recent US Supreme Court opinion, Recorder of Deeds liens should be able to be sold at tax sale.
- c. OTR should be given express authority to reject patently improper UCC filings, generally brought by "sovereign citizens".

4. Income and franchise tax:

D.C. Code § 47-1815.01 should be amended to restore the six-month deadline to appeal a denial of an income or franchise tax refund that was inadvertently repealed by the Technical Amendments Act of 2022 (D.C. Law 24-147).

22. Please identify any regulatory impediments to your agency's operations.

RESPONSE

The OCFO has not identified any regulatory impediments to agency operations.

23. 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 FY25 and FY26 to date.

RESPONSE

Please refer to **Attachment 23**.

24. Please identify and provide an update on what actions have been taken to address all recommendations made during the previous three years by:
- a. Office of the Inspector General;
 - b. D.C. Auditor;
 - c. Internal audit; and
 - d. Any other federal or local oversight entities.

RESPONSE

Please refer to **Attachment 24**.

25. Please list all pending lawsuits in which the agency, or its officers or employees acting in their official capacities, are named as defendants, and for each case provide the following:
- The case name;
 - Court where the suit was filed;
 - Case docket number;
 - Case status; and
 - A brief description of the case

RESPONSE

Case Name	Court	Docket #	Case Status	Brief Description
Rebecca Magid-Lewis v. District of Columbia	D.C. Superior Court	2022 CA 003362 B	Pending	Rebecca Magid-Lewis, a former employee of the OCFO Office of Finance and Resource Management, filed a complaint in D.C. Superior Court alleging discrimination based on her religion and gender under the D.C. Human Rights Act and retaliation under the D.C. Whistleblower Protection Act. The OCFO is represented by the Office of the Attorney General in this matter.
Tachiana Pruitt v. OCFO/Office of Lottery and Gaming	U.S. District Court for the District of Columbia	24-cv-00541-CRC	Pending	Tachiana Pruitt, a former OCFO Office of Lottery and Gaming employee, filed a complaint in the U.S. District Court alleging discrimination based on disability, failure to provide a reasonable accommodation, and retaliation. The OCFO is represented by the Office of the Attorney General in this matter.
Leslie Richards v. OCFO/Office of Finance and Treasury	D.C. Superior Court	2021-CA-003762-B	Pending	Leslie Richards filed a lawsuit naming the University of the District of Columbia and the Office of the Chief Financial Officer, Office of Finance and Treasury as defendants. Plaintiff alleges that the University of the District of

				Columbia issued her a check in August 2015 that she never received and was fraudulently cashed. The OCFO is represented by the Office of the Attorney General in this matter.
James A. Thompson v. District of Columbia	U.S. District Court for the District of Columbia	97-CV-01015	Pending	James Thompson, a former employee of the OCFO Office of Lottery and Gaming (OLG), brought an action against the District, the OLG and others in May of 1997 alleging retaliation on the basis of protected speech, failure to provide him with due process before termination, and intentional infliction of emotional distress. The OCFO is represented by the Office of the Attorney General in this matter.
Derrica Wilson v. District of Columbia	U.S. District Court for the District of Columbia	17-CV-948	Pending	Derrica Wilson, a former employee of the OCFO Office of Lottery and Gaming (OLG), brought an action against the District, OLG and the former Interim Executive Director of the OLG alleging violations of the Equal Pay Act, and retaliation and hostile work environment. The OCFO is represented by the Office of the Attorney General in this matter.

26. Please list the total amount of money the agency or the District, on behalf of the agency, expended to settle claims against it, or its officers or employees acting in their official capacities, in FY25 and FY26 to date.

RESPONSE

In FY25 and FY26 to date, the agency expended \$125,891.47 to settle the contract claims identified in response to #27.

27. Please list each settlement the agency or the District, on behalf of the agency, entered into in FY25 and FY26 to date that involved claims against the agency, or its officers or employees in their official capacity, including any settlements covered by D.C. Code § 2-402(a)(3). For each settlement, provide:
- a. The amount of the settlement;
 - b. If related to litigation, the case name and brief description; and
 - c. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

RESPONSE

Party Name	Settlement Amount	Reason for the Settlement
Alvaria, Inc.	\$8,575.74	Contract claim pursuant D.C. Official Code §2-359.08 and Title 27 of the District of Columbia Municipal Regulations (“DCMR”) Chapter 38 §3803
CDW Government, LLC	\$34,051.23	Contract claim pursuant D.C. Official Code §2-359.08 and Title 27 of the District of Columbia Municipal Regulations (“DCMR”) Chapter 38 §3803
MB Staffing Services, LLC	\$50,114.50	Contract claim pursuant D.C. Official Code §2-359.08 and Title 27 of the District of Columbia Municipal Regulations (“DCMR”) Chapter 38 §3803
Xerox Corporation	\$33,150.00	Contract claim pursuant D.C. Official Code §2-359.08 and Title 27 of the District of Columbia Municipal Regulations (“DCMR”) Chapter 38 §3803

28. Please list all administrative complaints or grievances that the agency received in FY25 and FY26 to date. For each complaint, list:
- a. The source of complaint;
 - b. The process utilized to respond to the complaint or grievance;
 - c. Any changes to agency policies or procedures that resulted from the complaint or grievance; and
 - d. If resolved describe the resolution.

RESPONSE

During FY25 and FY26 to date, the agency received four administrative complaints and no grievances. All complaints were submitted by agency employees and were addressed through the complaint process outlined by the Office of Human Rights, and/or workplace investigations. No formal agency-wide policy or procedural changes resulted from these matters; however, appropriate management or corrective actions were taken as warranted.

29. Is the agency currently party to any active non-disclosure agreements? If so, please provide all allowable information on all such agreements, including:
- a. The number of agreements;
 - b. The department(s) within the agency associated with each agreement; and
 - c. Whether any agreements are required for specific positions (please list each position by division and program and indicate whether the position is contracted)

RESPONSE

The agency is not currently involved in any active non-disclosure agreements.

Data

30. In filterable and sortable spreadsheet, please list all electronic databases maintained by your agency, including the following:
- a. A detailed description of the information tracked within each system;
 - b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and
 - c. Whether the public can be granted access to all or part of each system.

RESPONSE

Please refer to **Attachment 30**.

31. Please provide a list of all studies, research papers, and analyses (“studies”) the agency or an agency’s employee requested, prepared, presented or contracted for during FY25. For each study please list:
- a. The status;
 - b. The purpose; and
 - c. A link (if published) to the study, research paper or analysis.

RESPONSE

Please refer to **Attachment 31**.

32. Please list contracts and procurements awarded, entered into, extended, or for which an option year was exercised, by the agency during FY25 and FY26, to date in the attached spreadsheet titled “Contracts and Procurements”.
- a. Please include your Agency Code in the filename (e.g., AB0_2026_Contracts and Procurements.xls).
 - b. You may add additional lines to the sheet but please do not change any other formatting.

RESPONSE

Please refer to **Attachment 32 – OCFO Agency AT0 Contracts**. Note the following regarding Columns J, K, and L:

- **Column J – Contract Period Total Amount** shows the contract value of the current option year or base period
- **Column K – Budgeted Amount** shows the amount currently obligated in the PASS system. All awarded contracts have received funding certification and are fully funded.
- **Column L – Actual Amount Spent** shows the total spent on this contract from inception to date.