



THE CITY OF NEW YORK  
OFFICE OF THE MAYOR  
NEW YORK, N.Y. 10007

EXECUTIVE ORDER NO. 13

April 5, 2022

CHIEF EFFICIENCY OFFICER AND REPORTING OF EFFICIENCY METRICS

WHEREAS, Section 8(a) of the City Charter confers responsibility upon the Mayor for the “effectiveness and integrity of city government operations” and provides for the Mayor to “establish and maintain such policies and procedures as are necessary and appropriate to accomplish this responsibility...”; and

WHEREAS, this Administration is dedicated to improving effectiveness, productivity and efficiency in government operations and to reducing the burdens placed on customers, e.g., residents, visitors, people doing business with New York City; and government employees, in an effort to produce better outcomes for people; and

WHEREAS, this Administration seeks to replace metrics and strategies that do not drive continuous improvement with metrics and strategies focused on process improvement for the people; and

WHEREAS, the Mayor’s Management Report (MMR) is intended to provide meaningful accounting for the work of City government and to the people it serves; and

WHEREAS, the Charter mandates that data be reported twice a year in the Preliminary MMR and MMR; and

WHEREAS, the public should have access to data that accurately and clearly represents City agencies’ program performance goals, which should be compiled in an easily accessible and understandable format; and

WHEREAS, this Administration is committed to accurately tracking the performance of each agency in order to improve the equitable delivery of government services;

NOW, THEREFORE, by the power vested in me as Mayor of the City of New York, it is hereby ordered:

Section 1. There shall be a Chief Efficiency Officer appointed by the Mayor, who shall be responsible for:

- a. Developing updated metrics to improve government transparency, performance and accountability;
- b. Determining the “time tax” on New Yorkers and improving delivery of services, informing the investment of new services, and increasing customer satisfaction;
- c. Identifying opportunities to reduce regulations and streamline business processes; and
- d. Reviewing the City budget and evaluating new needs through the lens of service performance improvement.

§ 2. Each agency shall designate a Chief Performance Officer, who shall coordinate with the Chief Efficiency Officer and the Mayor’s Office of Operations, and who shall be responsible for ensuring the agency utilizes metrics, performance practices and data analytics to improve efficiency, effectiveness, innovation, work process, and employee development.

§ 3. Each agency shall work with the Chief Efficiency Officer and the Mayor’s Office of Operations to annually reassess the performance goals and metrics included in the Preliminary MMR and the MMR in a manner that is responsive to public feedback. The Chief Efficiency Officer shall specify agency timeframes pursuant to this Section to ensure coordination with the preparation of the Preliminary MMR and the MMR.

- a. Performance goals and metrics developed or revised pursuant to this Section shall provide improved transparency to the public about the City’s performance and quality of life in the city.
- b. The goals and metrics shall be in a format that allows the public to better understand the agency’s service delivery processes, including what occurs at each step of the process and how long each step takes to complete.
- c. Such goals and metrics shall be updated as frequently as practicable and shall provide the most recent data with a minimum of lag time.

§ 4. The Mayor shall establish the Mayor’s Efficiency Steering Committee, which shall be comprised of the Deputy Mayors or their designees, the Director of the Mayor’s Office of Operations or a designee, and representatives from agencies specified by the Chief Efficiency Officer. The schedule for the initial and subsequent meetings of the Steering Committee shall be determined by the Chief Efficiency Officer.

- a. The Steering Committee shall identify opportunities for operational excellence, process improvement, and customer-centered service to reduce government dysfunction and waste.
- b. On an annual basis, not later than a date specified by the Chief Efficiency Officer to ensure coordination with the preparation of the Preliminary MMR and the MMR, each agency Chief Performance Officer shall deliver a performance plan to the Mayor’s Efficiency Steering Committee. The plan shall identify opportunities within

the agency for operational excellence, process improvement, and customer-centered service to reduce government dysfunction and waste.

§ 5. On an annual basis, not later than a date specified by the Chief Efficiency Officer to ensure coordination with the preparation of the Preliminary MMR and the MMR, each agency shall provide the Chief Efficiency Officer with recommendations regarding inefficient or ineffective existing reporting requirements and related advisory entity activities that should be eliminated and replaced with the more updated and useful reporting to be provided pursuant to this Order. The Chief Efficiency Officer shall, upon reviewing such recommendations:

- a. Coordinate with the Office of Operations to recommend the elimination of reports, measurements, advisory entities, and advisory entity activities required under the Charter or Administrative Code to the Report and Advisory Board Review Commission for prospective inclusion in its annual recommendations; and
- b. Be empowered to waive reports, advisory entities, and advisory entity activities required under executive orders issued before January 1, 2022, where the Chief Efficiency Officer, with the approval of the First Deputy Mayor, determines that the reports, advisory entities, and advisory entity activities constitute an ineffective or inefficient use of city resources, or no longer serve the purpose for which they were intended.

§ 6. The Director of the Mayor's Office of Operations shall create a Dynamic MMR, which shall be a regularly-updated online version of the MMR that provides the public with a user-friendly tool for accessing current performance metrics.

§ 7. This Order shall take effect immediately.



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Eric Adams  
Mayor