



RAISING THE STANDARDS

OneDC: A Unified Digital City Hall

The Big Idea One login. Every service. Every agency. One DC.

The Problem DC government runs \$21.2 billion a year across 21 departments, 33 independent agencies, and approximately 70 mandated offices — yet residents juggle 100+ websites and a 311 app widely described by users as broken and unreliable. The January 2025 snowstorm cost the District \$67 million, and 311 tickets were closed while snow was still on the ground. DMV road tests can take weeks to months. Permits can take months. People give up.

The Solution The DC Residents Portal: one unified web, mobile app, and library-based hub.

Pay a ticket. Renew a license. File a 311 request. Apply for housing assistance. Register a child for school. All from one account.

- Real-time progress tracking with photos of completed work
- Automatic escalation when agencies miss their deadlines
- A public Accountability Dashboard showing every agency's performance by ward and service, in real time
- Full digitization of every service that doesn't legally require an in-person step

Equity Built In All 26 DC Public Library branches become Digital Access Hubs with trained Digital Navigators. Threshold-language translation, plain-language writing standards, and full ADA accessibility — so no resident is left behind by the move to digital.

How We Pay for It

- Reallocate \$15–25M/year of duplicated agency IT contracts to a shared platform
- Pursue NTIA, HUD, and successor digital-inclusion grants
- Use eligible ARPA SLFRF balances for cybersecurity and modernization
- Public-private partnerships with strict open-standards clauses
- Pro-bono engagement with U.S. Digital Response and DC's civic-tech ecosystem



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- No new taxes

The Models

- **Estonia** — 99% of services online, 82% citizen satisfaction
- **Singapore (LifeSG)** — 100+ services in one app for 1.5M+ users
- **NYC 311** — open, accountable, transparent
- **Boston (BOS:311)** — see the worker who fixed your problem
- **San Francisco** — nearly 1,000 services on one accessible platform

The Difference Other candidates are talking about housing, affordability, and safety. So are we. But only this campaign has put forward a fully designed plan to fix the way 700,000 residents experience their government every single day.

The Promise By the end of this term, DC will be ranked alongside the best-run digital governments in the world — and every resident, in every ward, will feel the difference.

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