

Executive Direction and Control - Mayoralty: Performance and Innovation

Pillar: Responsible Stewardship of City Resources

Service Number: 125 (Activity 20)

Fiscal 2023 Recommended Budget: \$1,552,965

Service Description

There are complementary teams within the Office of Performance and Innovation (OPI). CitiStat is a unit, housed in OPI, that uses data to drive accountability for Baltimore City government through meaningful and equitable performance goals. A central part of this are “Stat meetings” during which CitiStat works with agencies to identify challenges and ways for agencies to improve. In Fiscal 2023, CitiStat’s performance management efforts will include – but not be limited to - regular meetings focused on public safety, city cleanliness, opportunities for young people in Baltimore, timely payment of city vendors, and emergency medical services. OPI also operates the Data Fellows Program through which data analysts are embedded with agencies to support those agencies’ improved use of data.

The Innovation Team part of OPI collaborates with colleagues in City government and the community to tackle challenges using tools, including data and human-centered design, to deeply understand problems and then co-create and test solutions that deliver equitable results for residents. The team’s recent work has included supporting the City’s COVID-response, such as developing the city’s central COVID communications campaigns in-house, collaborating with MIMA to develop a language access toolkit for City employees (launching soon), and working with the Mayor’s Office of Broadband and Digital Equity to ensure a seamless user experience as the City undertakes a major expansion of public Wi-Fi locations throughout Baltimore.

- This recommended budget maintains the current level of service.