F R O M	NAME & TITLE	Steve Sharkey, Director	CITY of	
	AGENCY NAME & ADDRESS	Department of Transportation (DOT) 417 E Fayette Street, Room 527	BALTIMORE	
	SUBJECT	City Resolution 21-0082R	M E M O	

TO: Mayor Brandon M. Scott   DATE: 3/14/22
TO: Health, Environment & Technology Committee
FROM: Department of Transportation
POSITION: **Support**
RE: Council Resolution – 21-0082R

INTRODUCTION – Investigative Hearing - What is the State of Stat?

PURPOSE/PLANS – For the purpose of requesting that the City Administrator, the Deputy City Administrator, each of the Deputy Mayor's, the Chief Data Officer, the Director of the Office of Performance and Innovation, the Director of the Baltimore City Office of Information Technology and the heads of Data Driven Strategies and Performance Management from each city agency come before the City Council to discuss the current state of data collection, evaluation, and how we are using the tenets of CitiStat to address internal process issues to help close service delivery gaps.

COMMENTS – Council Resolution 21-0082R calls on the Baltimore City Department of Transportation (DOT) to join the City Administrator, the Deputy City Administrator, each of the Deputy Mayor's, the Chief Data Officer, the Director of the Office of Performance and Innovation, the Director of the Baltimore City Office of Information Technology, and additional municipal agencies to participate in a public hearing focused on how City Government is using data to manage municipal agency operations and respond to citizen initiated service requests.

Since being appointed in the summer of 2020, DOT Director Steve Sharkey has prioritized the use of data and statistics as a management tool within the agency. Given the increased emphasis on data utilization, steps have been taken to increase DOT's internal capacity to review, track, confirm accuracy and organize data, complementing existing resources. It is worth noting that DOT is one of the larger municipal agencies within Baltimore City Government, responsible for over 70 individual 311 service request ticket options that impact a range of services – from parking enforcement to snow removal. In addition to 311 service requests, DOT records and reviews additional data, including equity metrics, automated enforcement violations, transit ridership, crash data, pavement condition, and many others.

Being a large municipal agency, responsible for a variety of City services, DOT is operationally broken down into various Divisions. Each DOT Division provides services unique of one another, requiring data tracking and review catered specifically to the functions of the Division or multiple Divisions. With this point in mind, DOT currently operates the following internal Stat meetings on a consistent recurring basis:

 TrafficStat
- Traffic Division specific review of all traffic related service requests, contracts, and action items that require resolution
- Meets Tri-Weekly

TransitStat
- Transit Bureau specific review of all BCDOT transit related issues. Includes CCC and Harbor Connector ridership data, and multi-modal transit policies
- Meets Tri-Weekly

ConduitStat
- Conduit Division specific review of fiscal projections for the year, capital project analysis, invoices, and audit of the user system.
- Meets Monthly

TowStat
- Towing Division specific review of all tow related service requests, impound yard capacity, and pressing action items
- Meets Monthly

OvertimeStat
- Agency-wide stat meeting focused on tracking overtime worked by all of BCDOT
- Meets Monthly

FiscalStat
- Fiscal Division specific meetings tasked with reviewing invoices, capital closeouts and other fiscal functions
- Meets Tri-Weekly

MaintenanceStat
- Maintenance Division specific meetings reviewing related service requests, contracts, and action items that require resolution
- Meets Bi-Weekly

ATVESStat
- ATVES Division specific coordination meetings focused on automated vehicle enforcement and staff analytic support
- Meets Monthly

ZeroStat
- Multiple Divisions with focus on analyzing crash data with goal of zero crash related deaths, influencing policy (New Traffic Calming Policy)
- Meets Monthly

ProjectStat
- Transportation Engineering and Construction Division (TEC) project review
- Meets Monthly

AGENCY/DEPARTMENT POSITION – The Baltimore City Department of Transportation looks forward to participating in the public hearing and **supports** Council Resolution 21-0082R.

If you have any questions, please do not hesitate to contact Liam Davis at Liam.Davis@baltimorecity.gov or at 410-545-3207.

Sincerely,

Steve Sharkey
Director