



**Office of
Performance
& Innovation**

CitiStat • Data Fellows • i-team

Memorandum

To: The Honorable President and Members of the Health, Environment, and Technology Committee

From: Dan Hymowitz, Director, Mayor's Office of Performance and Innovation (and Director of CitiStat)

Date: April 15, 2021

Re: COUNCIL BILL 21-0032R - Informational Hearing - Studying the Feasibility of a Small Hauler Incentive Program

The Mayor's Office of Performance and Innovation (OPI) has reviewed Council Bill 21-0032R. We understand that this bill seeks to bring government agencies together for an informational hearing to discuss the possibility of introducing an incentive program for small haulers.

One of OPI's main functions is serving as a performance management office through CitiStat, which uses data to support improved delivery of services for residents (particularly for Mayoral priorities). CitiStat facilitates regular data review and analysis meetings ("Stat" meetings) where analysts work with the relevant city government agencies to analyze agencies' performance on key metrics with the aim of supporting improved delivery of government services.

CitiStat recently re-launched "CleanStat" which focuses on the work of city government agencies responsible for improving city cleanliness. Typically, CitiStat develops performance management systems and metrics for government services rather than developing or designing those services. As such, if there were to be a new incentive program for small haulers, CitiStat would seek to work with stakeholders to agree on approaches to consider the effectiveness of such a program – which most likely could be incorporated into the CleanStat meeting.

In terms of considering the potential merits of introducing a small hauler incentive program, CitiStat defers to the responses of the Department of Public Works through this informational hearing.