



**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 30, 2021

**Re: COUNCIL BILL 21-0027R - Informational Hearing – Illegal Dumping**

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The Mayor's Office of Performance and Innovation (OPI) has reviewed Council Bill 21-0027R. We understand that this bill seeks to bring government agencies together for an informational hearing to discuss current and possible future efforts to respond to illegal dumping in Baltimore. OPI appreciates the opportunity to contribute to the hearing around this important issue.

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 has re-launched "CleanStat", a performance management meeting focused on the work of city government agencies responsible for city cleanliness. CleanStat currently uses 311 service request data across a number of categories to holistically consider city government agencies' cleaning efforts – including for cleaning in response to illegal dumping.

Regarding potential new operational strategies or approaches that might be used to enhance the city's response to dumping, CitiStat would defer to the responses of the lead operational agencies in this area including the Department of Housing and Community Development and the Department of Public Works.

If new strategies to respond to illegal dumping are implemented, CitiStat would work with these agencies to develop metrics to review the effectiveness of these strategies as part of the CleanStat process.