



**Office of
Performance
& Innovation**

CitiStat • Data Fellows • i-team

Memorandum

To: The Honorable President and Members of the Housing and Urban Affairs Committee

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

Date: January 10, 2020

Re: Council Bill 19-0166R (Resolution)

The Mayor's Office of Performance and Innovation (OPI) – which CitiStat and the Innovation Team are now a part of - has reviewed City Council Bill 19-0166R and looks forward to hearing more from the Council as well as sharing about our work in this area on January 14th.

CleanStat is the OPI initiative that aims to create timely and effective service delivery related to trash, littering, and illegal dumping. To do this, CitiStat convenes stakeholders, including the Department of Public Works (DPW), the Code Enforcement team from the Department of Housing and Community Development (DHCD) and Bmore Beautiful, each month to review key performance indicators and track progress towards goals for enforcement and remediation of illegal dumping in addition to other issues.

CleanStat's work on illegal dumping focuses on providing accountability for DHCD's performance in investigating illegal dumping. This performance review can be viewed through the newly created public CleanStat dashboard here: <https://www.baltopi.com/cleanstat>. CitiStat also uses CleanStat to analyze the performance of key DHCD enforcement strategies such as the use of cameras to catch as well as deter illegal dumping.

In addition, OPI has provided a Data Fellow who is working with DPW in early 2020 on new data collection methods to support DPW to improve the performance of DPW sanitation crews. This Fellow is also working with DPW on several analytical projects including supporting DPW to develop a more detailed understanding of small haulers' use of the Northwest Transfer Station (NWT). Meanwhile, as part of the Innovation Team's work on improving the City's engagement with residents in support of a cleaner Baltimore, the team will be conducting qualitative research with small haulers who use the NWT.

We look forward to discussing these and other parts of the CleanStat initiative at the January 14 hearing.