Memoradum

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: March 1, 2021

Re: City Council Resolution 21-0010R Informational Hearing - Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Requests

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The Mayor's Office of Performance and Innovation (OPI) has reviewed 21-0010R and looks forward to hearing from the City Council about the specific issues identified and to discuss how the City uses 311 to resolve requests from residents.

One of OPI's main functions is to serve as a performance management unit – using data to support improved delivery of services for residents, particularly for Mayoral priorities. OPI facilitates regular data review and analysis meetings ("Stat" meetings) where analysts work with the relevant city government agencies to agree on the key metrics that will inform that Stat process.

OPI is continuing to develop new data focus areas in collaboration with Mayor Scott and City Administrator Shorter to build on some of the issues that are already being focused on including through existing "PoliceStat" and "RecycleStat" meetings. Many of these meetings utilize 311 data as a key data source to help assess agency service delivery.

For instance, for RecycleStat, which has focused on the Department of Public Works' Bureau of Solid Waste's recycling services, we reviewed how many 311 service requests were being created for mixed refuse and recycling pick ups. We considered this data disaggregated by day of the week and by geography to help provide as full an understanding as possible about the efficiency and equity of the delivery of these services.

OPI is also looking to develop tools – such as dashboards - that provide greater transparency and visibility for the public into government services and programs. Two recent examples are the City of Baltimore's COVID-19 dashboard (which OPI developed in partnership with the Baltimore City Department of Health) and a new tracker that shows progress towards a list of actions that the City is seeking to accomplish during the first 100 days of Mayor Scott's administration (which OPI developed). We are committed to building more of this type of tool

and to collaborating with residents during the process of developing them so that they are providing the most helpful and accessible information for the public.

We look forward to participating in the dialogue on 311 services during the Health, Environment and Technology Committee on March 3rd for City Council Resolution 21-0010R.