



**SYNOPSIS**

**Committee: Health, Environment, and Technology**

**City Council Resolution: 21-0082R**

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**Investigative Hearing - What is the State of Stat?**

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**Sponsor:** Councilmember Conway, et al

**Introduced:** November 15, 2021

**Purpose:**

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.

**Effective:** Upon enactment

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**AGENCY REPORTS**

City Administrator	
Mayor's Office of Performance and Innovation	
Office of Information and Technology	Comments
3-1-1 One Call and Dispatch Center	See BCIT Report
Police Department	
Fire Department	
Department of General Services	Favorable
Department of Public Works	
Department of Recreation and Parks	
Department of Planning	
Department of Finance	

Department of Transportation	
Department of Housing and Community Development	
Department of Health	
City Solicitor	Favorable

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**ANALYSIS**

The resolution requests that certain City officials and agency representatives appear before the City Council to discuss the current state of data collection and evaluation, and how the City is using the tenets of CitiStat to address internal process issues to help close service delivery gaps. Specifically, the hearing is intended to help the Council better understand:

- 1) The structure of the offices and units responsible for citywide and agency specific data collection and evaluation;
- 2) How often CitiStat and internal Stat meetings are being held;
- 3) What administrative and operational processes are currently being measured by each agency;
- 4) Plans to hold joint meetings on multidisciplinary issues to break agencies out of their silos to help create cross-cutting policy; and
- 5) When issues are discovered in Stat meetings what business and process improvement techniques are used to address those problems.

The CitiStat program was begun in the early 2000s and is designed to use data to analyze and improve city agencies' performance. The Mayor's Office of Performance & Innovation (OPI) has managed the CitiStat program since OPI was created in May 2019.

The CitiStat program currently includes three distinct initiatives: CleanStat, PoliceStat, and YouthStat. CleanStat aims to create timely and effective service delivery related to trash, littering, and other illegal dumping issues by convening stakeholders each month to review key performance indicators and track progress. PoliceStat is held every other week to review and improve the Police Department's efforts to reduce violent crime and to use the Department's resources more efficiently. YouthStat is a monthly meeting involving multiple government and community stakeholder groups to use data to support improved outcomes for young people in Baltimore.

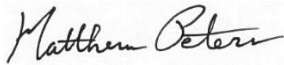
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**ADDITIONAL INFORMATION**

**Fiscal Note:** None

**Information Source(s):** Office of Performance and Innovation, Reporting Agencies, Resolution 21-0082R

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