## **Stephanie Rawlings-Blake**

Mayor



Room 250 City Hall Baltimore, MD 21202

March 18, 2016

**TO:** The Honorable Stephanie Rawlings-Blake, Mayor

Kaliope Parthemos, Chief of Staff

Khalil Zaied, Deputy Mayor of Operations

Sameer Sidh, Director of CitiStat

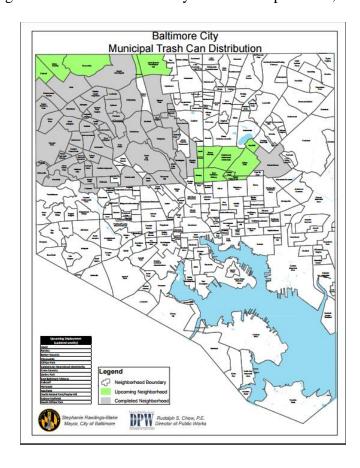
**FROM:** CitiStat Team

**SUBJECT:** DPW- Bureau of Solid Waste, Executive Briefing



## • Making Progress

Municipal Can Distribution. Delivery of the new Municipal Trash Cans has begun, starting with several neighborhoods in northwest Baltimore. The vendor has provided a map and updates regarding the delivery of the residential cans on the DPW website. The grey neighborhoods on the map below indicate areas where delivery has been completed, while green indicates the neighborhoods that are in progress. Post cards reminding residents in eligible neighborhoods to opt for a smaller, 35-gallon trash can if desired by the end of April 2016, are currently being distributed.





## • Needs Improvement

O Missed Recycling Complaints. There have been 810 missed recycling complaints as of March 17th, 2016. There were 122 complaints during the CitiStat period of January 9th through January 22nd (Period 1). Of the 122 missed recycling complaints 47 were due to crew error, 25 due to a delayed route, and 15 were due to citizen error. There were 190 missed recycling complaints during the CitiStat period of January 22nd through February 5th (Period 2), and 152 complaints during the CitiStat period of February 6th through February 19th (Period 3). Recent staff turnover has affected recycling pick-up performance in portions of southeast Baltimore, as crews covering the area have been disproportionately affected. The maps below show the concentration of missed recycling complaints for all three periods:

Period 1
Period 2
Period 3