

Stephanie Rawlings-Blake



Room 250  
City Hall

Mayor

Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL  
MEMORANDUM:**

April 5, 2016

**TO:** The Honorable Stephanie Rawlings-Blake  
Kaliopé Parthemos, Chief of Staff  
Khalil Zaied, Deputy Mayor of Operations  
Sam Sidh, Director of CitiStat



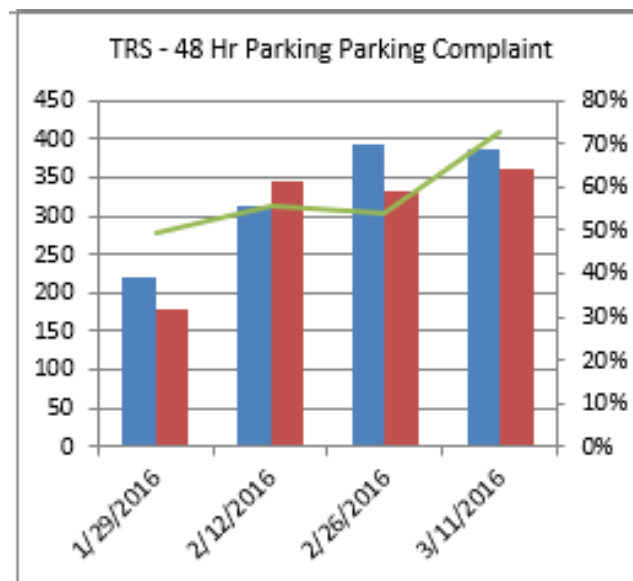
**FROM:** The CitiStat Team

**SUBJECT:** Department of Transportation, Executive Briefing

• **Making Progress**

- **Parking Complaints.** The Department of Transportation (DOT) handles parking complaints within 48 hours. Even with a decrease in the number of parking complaints created last month the percentage completed on time had dipped significantly to approximately 50%. CitiStat focused last meeting on the issue and as a result parking complaints have exceeded 70% completed on time with more complaints created.

■ Created ■ Closed — % Closed on time



- **Needs Improvement**

- **Potholes.** CitiStat regularly tracks all complaints that come into the City’s 311 system in order to ensure that they are being handled properly and being closed on time. While reviewing the data template for the Department of Transportation CitiStat noticed that the closed on time percentage for potholes during this period has never exceeded 80%, which is unacceptable. This issue was discussed during the meeting and the Maintenance division has promised to put more pressure on its crews.

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