

L&I Annual Report Card Evaluation

The City of Philadelphia recognizes the importance of collecting user feedback to better improve customer experience and internal processes. At L&I we have completed our 7th annual Report Card evaluation to understand from experienced professionals how L&I is performing as a whole and what process improvement opportunities exist for the Department.

Each year, we provide a survey to organizations and associations in the Philadelphia region who represent a large proportion of the industry that does business with L&I. The questions are grouped into report card topics and the average is calculated based on response received for all questions in that topic. Each topic is assigned a letter grade of A, B, C, D or F to understand what areas need the most work. Below you will find our year-to-year Report Card results:

Report Card Topic	2022 Average	2022 Grade	2023 Average	2023 Grade	2024 Average	2024 Grade
Public Safety Fair & Consistent Results (Permits, Licenses, Inspections, Code Enforcement) Meeting Public Safety Mission	7.3	В	6.7	В	7.3	В
Ease of Process Ease of Process (Permits, Licenses, Inspections, Code Enforcement)	7.0	В	7.0	В	7.0	В
Predictability Predictability (Permits, Licenses, Inspections, Code Enforcement) Meeting SLAs (Permits, Licenses, Inspections, Code Enforcement)	7.0	В	6.7	В	7.5	В
Communication Quality of Website Content Cooperation with other City Departments Communicating Process/Code Changes Transparency of Process Providing Clear Expectations	7.1	В	7.1	В	6.2	В
Customer Service Timeliness of Responses Quality/Completeness of Responses Experience with L&I Staff	7.3	В	7.5	В	7.0	В
Innovation Engaging Public Feedback for Process Improvement Incorporating Latest Technologies	7.6	В	7.1	В	6.9	В

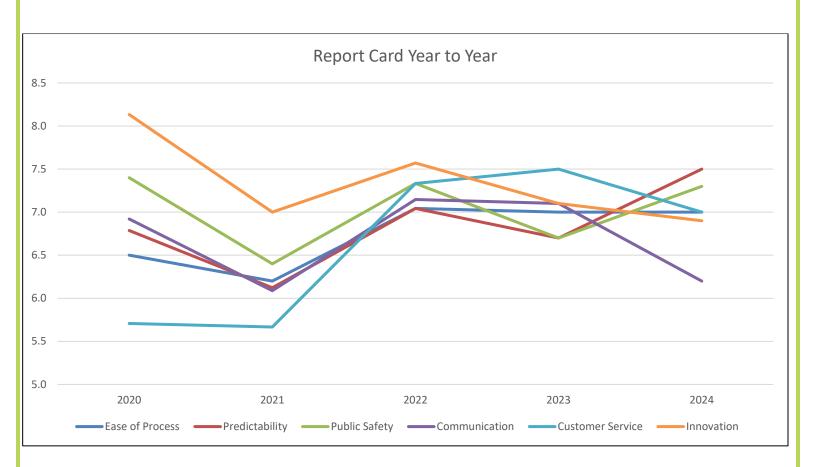
Grading Scale A: 8.1 - 10.0 | **B**: 6.1 - 8.0 | **C**: 4.1 - 6.0 | **D**: 2.1 - 4.0 | **F**: 1.0 - 2.0

SE_005_INF November 2024

Outcomes

After reviewing and discussing results with organization stakeholders, the Department has determined the following initiatives over the next year to address concerns heard through our Report Card initiative:

- Continue Report Card Program, Focus Groups, regular solicited feedback
- eCLIPSE Web User Interface Upgrade
- Continued improvement efforts to the eCLIPSE public portal
- Improve Online Business License Application / Renewal
- Reduce Overall Time of L&I Application Review
- Launch Online Learning Management System Pilot
- Expand Permit Navigator
- Incorporate Violation Resolution Steps (NOV and Website)
- Participation in Community Rating System to Reduce Flood Insurance



SE_005_INF November 2024