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 6th 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	2021 Average	2021 Grade	2022 Average	2022 Grade	2023 Average	2023 Grade
Public Safety Fair & Consistent Results (*Permits, Licenses, Inspections, Code Enforcement*) Meeting Public Safety Mission	6.4	B	7.3	B	**6.7**	**B**
Ease of Process Ease of Process (*Permits, Licenses, Inspections, Code Enforcement*)	6.2	B	7.0	B	**7.0**	**B**

Predictability
Predictability
    (*Permits, Licenses, Inspections, Code Enforcement*)
Meeting SLAs
    (*Permits, Licenses, Inspections, Code Enforcement*)
	6.1	B	7.0	B	**6.7**	**B**

Communication Quality of Website Content Cooperation with other City Departments Communicating Process/Code Changes Transparency of Process Providing Clear Expectations	6.1	B	7.1	B	**7.1**	**B**
Customer Service Timeliness of Responses Quality/Completeness of Responses Experience with L&I Staff	5.7	C	7.3	B	**7.5**	**B**
Innovation Engaging Public Feedback for Process Improvement Incorporating Latest Technologies	7.0	B	7.6	B	**7.1**	**B**

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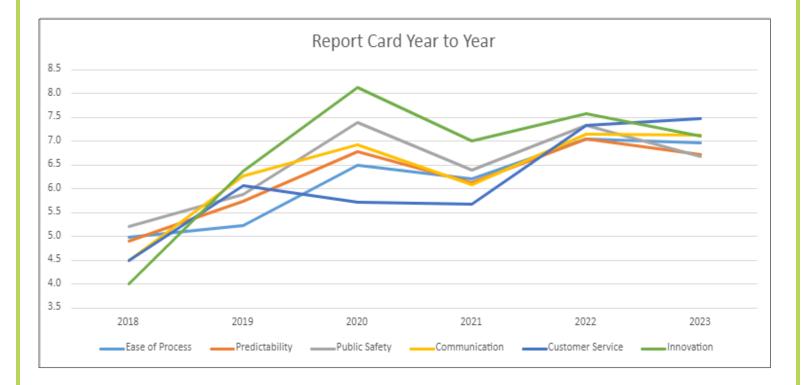**A**: 8.1 - 10.0 | **B**: 6.1 - 8.0 | **C**: 4.1 - 6.0 | **D**: 2.1 - 4.0 | **F**: 1.0 - 2.0

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:

- Permit Navigator and Virtual Inspection expansion (residential new construction)

- Continued improvement to language access

- Re-evaluation of business license application

- Transparency and clarity of property or project specific information on both the public website and eCLIPSE portal

- More effective response in addressing project specific roadblocks

- Continued focus on construction and contractor violations

- Continued commitment to those initiatives that you found helpful, including virtual assistance, newsletters, and webinars

Report Card Year to Year