

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 <i>(Permits, Licenses, Inspections, Code Enforcement)</i> Meeting Public Safety Mission	7.3	B	6.7	B	7.3	B
Ease of Process Ease of Process <i>(Permits, Licenses, Inspections, Code Enforcement)</i>	7.0	B	7.0	B	7.0	B
Predictability Predictability <i>(Permits, Licenses, Inspections, Code Enforcement)</i> Meeting SLAs <i>(Permits, Licenses, Inspections, Code Enforcement)</i>	7.0	B	6.7	B	7.5	B
Communication Quality of Website Content Cooperation with other City Departments Communicating Process/Code Changes Transparency of Process Providing Clear Expectations	7.1	B	7.1	B	6.2	B
Customer Service Timeliness of Responses Quality/Completeness of Responses Experience with L&I Staff	7.3	B	7.5	B	7.0	B
Innovation Engaging Public Feedback for Process Improvement Incorporating Latest Technologies	7.6	B	7.1	B	6.9	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:

- 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

