

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 8th 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	2023 Average	2023 Grade	2024 Average	2024 Grade	2025 Average	2025 Grade
Public Safety Fair & Consistent Results (Permits, Licenses, Inspections, Code Enforcement) Meeting Public Safety Mission	6.7	B	7.3	B	7.7	B
Ease of Process Ease of Process (Permits, Licenses, Inspections, Code Enforcement)	7.0	B	7.0	B	7.2	B
Predictability Predictability (Permits, Licenses, Inspections, Code Enforcement) Meeting SLAs (Permits, Licenses, Inspections, Code Enforcement)	6.7	B	7.5	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	6.2	B	7.3	B
Customer Service Timeliness of Responses Quality/Completeness of Responses Experience with L&I Staff	7.5	B	7.0	B	7.3	B
Innovation Engaging Public Feedback for Process Improvement Incorporating Latest Technologies	7.1	B	6.9	B	8.6	A

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:

eCLIPSE WebUI Upgrade

- Accessible, mobile-friendly application with easier navigation and embedded application instructions

Permitting

- Publish Certificate of Occupancy records and reports dating back to the 1960s through Atlas
- Streamline EZ standard for residential projects for greater clarity
- Simplify excavation and protection of property requirements for minor residential projects
- Text Message Notification when inspector is on the way
- Contractor requirements printed with permit, by permit type
- Temporary Certificate of Occupancy structural changes

Licensing

- Improvements to rental license structure
- Simplify license renewal

Violations

- Contractor violations will be visible on their eCLIPSE home page
- Modify violations listing in Atlas for clearer communication on status
- 311 complaint status correlated with L&I status

Communications

- Learning Management System - Turn the Key pilot to launch in January 2026
- Knowledge Base - Explore applications to better organize help content, streamline license and permit application responses, and explore AI opportunity
- Text message notifications of changes
- Average permit review and code enforcement inspection times published through Philly Stat 360