



# City of Philadelphia

City Council  
Chief Clerk's Office  
402 City Hall  
Philadelphia, PA 19107

**BILL NO. 120797**

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**Introduced October 11, 2012**

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**Councilmembers Green, Tasco, Goode, Johnson, Jones, Greenlee,  
Blackwell, Oh, O'Brien, O'Neill, Kenney, Squilla, Quiñones Sánchez, Bass,  
Henon and Reynolds Brown**

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**Referred to the  
Committee on Technology and Information Services**

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## **AN ORDINANCE**

Amending Title 21 of The Philadelphia Code, entitled "Miscellaneous," by requiring that all City of Philadelphia websites can be used with, and all online interactions and transactions with the City can be performed on, multiple widely-used internet browsers; that such websites, interactions, and transactions be optimized for use with these browsers; and that the City report on the implementation of these changes; all under certain terms and conditions.

WHEREAS, When accessing the internet, the public may use any one of several widely available and popular internet browsers including Internet Explorer, Firefox, Chrome, and Safari; and

WHEREAS, Internet browser use is divided between these and other browser options, with usage share varying over time, including in response to technological advancements enabling new tools and capabilities; and

WHEREAS, No one browser or type of browser technology commands a large enough market share to justify an entity relying on a single browser for its internet presence; and

WHEREAS, Recognizing this diversity of use and continuing evolution, other cities, including Boston, Washington, D.C., New York City, and San Francisco, optimize their websites and online functions for use with a variety of popular, widely-available internet browsers; and

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WHEREAS, By contrast, the websites for certain City of Philadelphia departments function on only one internet browser, Internet Explorer; furthermore, certain interactions and transactions with the City may only be performed using that single browser; and

WHEREAS, As a result, citizens and vendors who seek to conduct business or undertake certain transactions with the City of Philadelphia on other popular, widely-available internet browsers are often delayed in or prevented from doing so; and

WHEREAS, By requiring the use of outdated and sub-optimal technology for specific functions – including, importantly, the online announcement of contracting opportunities with the City – the City of Philadelphia makes itself less attractive to potential vendors whose innovative approaches and technology solutions it desperately needs; and

WHEREAS, By preventing the use of popular, widely-available technology tools, the City feeds into the perception that it is an antiquated, inefficient, and difficult place to do business; and

WHEREAS, Requiring that all City of Philadelphia websites can be used with, and all online interactions and transactions with the City can be performed on, a variety of popular, widely-available internet browsers will increase government effectiveness and efficiency, reduce transaction cost and frustration, enhance service to citizens, and improve the City's reputation with important constituents; now, therefore

*THE COUNCIL OF THE CITY OF PHILADELPHIA HEREBY ORDAINS:*

SECTION 1. Title 21 of The Philadelphia Code is hereby amended to read as follows:

## TITLE 21. MISCELLANEOUS

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### *CHAPTER 21-2700. INTERNET BROWSER ACCESSIBILITY REQUIREMENT.*

#### *§21-2701. Implementation of Internet Browser Accessibility Requirement.*

(1) *Within 180 days of this Ordinance becoming law, the Managing Director, or such other officer as may be designated by the Mayor, shall ensure that all City websites, and all online City-related interactions or transactions – including, but not limited to, the promulgation of business opportunities by and with the City, submission of potential vendor qualifications and proposals to the City, completion of all City forms, application*

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*for licenses and permits, requests for service, and payment of bills, taxes, fees, and fines – may be completed using any of the four most widely-used internet browsers without unreasonable effort. As of fall 2012, the four most widely-used internet browsers were Safari, Firefox, Internet Explorer, and Chrome.*

*(2) Also within 180 days of this Ordinance becoming law, the Managing Director, or such other officer as may be designated by the Mayor, shall ensure that all City websites, and all online City-related interactions and transactions, are optimized for use with these four browsers.*

*(3) At least annually, the Managing Director, or such other officer as may be designated by the Mayor, shall ensure that the City reviews technology trends related to internet access, including tools and products for accessing the internet, and internet browser usage share. The purpose of this review is to:*

- (a) Ensure that the City is aware of new and popular technologies;*
- (b) Ensure that existing City websites, online interactions, and online transactions are retrofitted to comply with this Ordinance; and*
- (c) Ensure that new or planned City websites, online interactions, and online transactions are designed and implemented in compliance with this Ordinance.*

*§21-2702. Reporting Requirement. To assist in monitoring fulfillment of this Chapter, the Managing Director, or such other officer as may be designated by the Mayor, shall report on the conversion and optimization efforts required above and their impact as follows:*

*(1) Baseline report. Within 180 days of this Ordinance becoming law, a written report shall be filed with the President and Chief Clerk of Council including the following:*

- (a) Detail regarding the usage share of the internet browsers employed to access City websites, interactions, and transactions;*
- (b) A listing of all City websites, interactions, and transactions, their utilization rates (in terms of page views and unique users), and the status of their usability on the four most widely-used internet browsers; and*
- (c) Information about any planned improvements or upgrades to meet the requirements of this Ordinance.*

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*(2) Annual reports. By September 30 of each year, an annual report shall be filed with the President and Chief Clerk of Council. The report shall update the baseline report information set forth in subsection (1) for the prior year. The report shall also provide an update on the City's technology review required under §21-2701(3).*

SECTION 2. The provisions of this Ordinance shall become effective immediately.

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**Explanation:**

*Italics indicate new matter added.*