



# City of Philadelphia

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

## RESOLUTION NO. 240826

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**Introduced September 26, 2024**

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**Councilmember Phillips**

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## RESOLUTION

Authorizing the creation of a “Special Committee on Enhancing Efficiency and Transparency in Municipal Services”, to analyze and recommend ways to enhance the efficient and effective delivery of municipal services, identify optimal models and tools to improve transparency and communication with residents regarding the submission, follow-up, and tracking of City service requests, and propose legislative and administrative policy reforms to eliminate barriers that impede the efficient delivery of services.

WHEREAS, 1,603,797 residents depend on the City of Philadelphia's over 25,000 public servants for crucial daily municipal services that ensure well-being, safety, and quality of life; and

WHEREAS, In 2023, 311, the City’s non-emergency customer service center, received over 285,974 service requests, with 258,288 closed cases and 20,002 in-progress cases. In 2024, there have been 206,564 service requests processed to date, with 143,036 closed cases and 32,310 in-progress cases. On average, 27,000 service requests were submitted each month for the top 20 departments alone in 2024. The high volume of non-emergency service requests has put a strain on our services and response times; and

WHEREAS, The strain on our services and response times has created concerning disparities in safety, quality of life, and environmental concerns, which worry all Philadelphians and require urgent attention; and

WHEREAS, By providing comprehensive solutions, developing models of transparency, service agreements, and ensuring accountability, we can address these critical issues and propel our city forward; now, therefore, be it

RESOLVED, BY THE COUNCIL OF THE CITY OF PHILADELPHIA, That Council hereby authorizes the creation of a “Special Committee on Enhancing Efficiency and Transparency in Municipal Services” to analyze and recommend ways to enhance the efficient and effective

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*RESOLUTION NO. 240826 continued*

delivery of municipal services, identify optimal models and tools to improve transparency and communication with residents regarding the submission, follow-up, and tracking of City service requests, and propose legislative and administrative policy reforms to eliminate barriers that impede the efficient delivery of services.

FURTHER RESOLVED, That in furtherance of these goals, the Special Committee's duties shall include, but not be confined to: convening regular meetings for planning and coordination purposes; tracking the City's progress towards the implementation of efforts to enhance efficiency and transparency; examining the efficacy of current programs and policies; identifying best practices; and holding public hearings to obtain public input.

FURTHER RESOLVED, The composition of the Special Committee must include Councilmembers, City Officials, employees, representatives from labor and industry, and residents, whose voices are essential to the process of developing a more responsive government.

FINALLY RESOLVED, That the Special Committee shall submit a full report to the Council and the Mayor and make its findings and recommendations available to the public.