



# City of Philadelphia

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

## Legislation Text

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Authorizing the Council Committee on Technology and Information Services to hold a hearing to explore the creation of a "CouncilStat" system that would interface with our 311 data systems to help improve the public's access to 311, monitor response times and allow City Council to be more proactive in the creation of legislative and policy changes to improve service delivery in the City.

**WHEREAS**, The City of Philadelphia has implemented a 311 number for citizens to call for all non emergency City services; and

**WHEREAS**, City departments are using 311 data to track response times and to increase the efficiency of City services; and

**WHEREAS**, Many other cities; including New York, Chicago and San Francisco have created online interfaces for residents to track the status of their 311 service requests; and

**WHEREAS**, Many other cities have created "CouncilStat" programs that allow legislators to view 311 data and better understand the issues and response times in their districts; and its help them identify and quantify trends both within and across Council district lines in order to develop best practices; and

**WHEREAS**, Allowing more open access to 311 data will create more transparency, accountability and allow for a more informed debate on the delivery of City services; now therefore, be it

**RESOLVED, BY THE COUNCIL OF THE CITY OF PHILADELPHIA**, That the Committee on Technology and Information Services is authorized to hold hearings to review the creation of a "CouncilStat" initiative and investigate the City's 311 system and what measures can be taken to broaden access to the 311 systems data.