Legislation Text

File #: 120142-A, **Version:** 1

Amending Title 21 of The Philadelphia Code, entitled "Miscellaneous," by requiring the implementation of an electronic option for conducting and processing all City-related interactions or transactions and to report on the work processes for all such interactions or transactions, all under certain terms and conditions.

WHEREAS, Given the budgetary constraints the City continues to face, it is imperative that the City pursue opportunities to do more with less, including by using technology to reduce costs while improving the delivery of services to citizens through workflow process changes; and

WHEREAS, Many City departments continue to rely on paper forms to process requests for services and perform internal functions; in doing so, many departments are using outdated workflow processes that require employees to manually type data from paper forms into computer systems; and

WHEREAS, Significant efficiency savings and improved service delivery could be realized by technology to systematize work-flow processes, reforms that could and should be accelerated with the City's ongoing $120 million capital budget investment in technology; and

WHEREAS, For example, the Human Resources department testified during recent budget hearings that it was able to eliminate three unfilled, full-time positions, saving over $100,000 per year, by moving to an on-line job application system; and

WHEREAS, Departments such as Fleet, Revenue, and Pensions have successfully implemented document imaging systems to create more efficient workflow processes, allowing the departments to redeploy employees to tasks involving face-to-face interaction with citizens and customers; and

WHEREAS, According to the Environmental Protection Agency, in addition to cost savings realized from increased productivity of workers, organizations can expect a 50% decrease in error rates and a 40% decrease in total transaction time by incorporating technology into workflow processes; and

WHEREAS, Allowing the paperless, electronic submission of government payments, fees, forms, applications, permits, and other documents can increase governmental efficiency, reduce related transactional expenses (such as postage or transportation for taxpayers doing business with the City), and improve service to citizens; 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 21-2400. ELECTRONIC OPTION REQUIREMENT.

§ 21-2401. Implementation of Electronic Option Requirement.

(1) By no later than June 30, 2014, the Managing Director, or his or her designee, shall ensure that an electronic option (such as the City's website, an electronic kiosk, or similar means) is available to enable every citizen, business, and City employee to conduct any City-related interaction or transaction without paper, including, but not limited to, the completion of all City forms, license and permit applications, service requests, and payment of bills, taxes, fees, and fines. When implementing an electronic option for all City-related interactions or transactions, the Managing Director, or his or her designee, shall ensure that a unique identifier is created for every citizen or business and that such identifier is associated with all City-related interactions or transactions the citizen or business conducts.

§21-2402. Reporting Requirement. To assist in monitoring fulfillment of this Chapter, the Managing Director, or his or her designee, shall report on workflow processes for every citizen and City employee interaction or transaction performed or conducted by a City office or agency, including, but not limited to, the completion of all City office and agency forms, licenses and permit applications, service requests, and payment of bills, taxes, fees and fines, or other document.

(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 detailing the workflow process for every citizen and City employee interaction or transaction performed or conducted by a City office or agency. The report, at minimum, shall include the following:

(a) Name of the document or transaction;

(b) Document or transaction number;

(c) The department name and title of each City employee who must process or otherwise perform any work related to the document or transaction from the initial point of contact with the citizen or applicant through the final action related to the document or transaction, including any filing or record retention for such document or transaction.

(2) Annual reports. By September 30 of 2014 and each year thereafter, an annual report shall be filed with the President and Chief Clerk of Council. The report shall provide the information set forth insubsection (1) above for all City-related interactions or transactions for which there still is no electronic option.

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

Explanation:
Italics indicate new matter added.

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