

1 COUNCIL OF THE CITY OF PHILADELPHIA
2
3 COMMITTEE ON TECHNOLOGY AND INFORMATION SERVICES
4

5 City Hall, Room 400
6 Philadelphia, Pennsylvania
7 Wednesday, March 19, 2025
8 10:00 a.m.

9 PRESENT:

10 COUNCILWOMAN RUE LANDAU - CHAIR
11 COUNCILMAN MICHAEL DRISCOLL - VICE CHAIR
12 COUNCILMAN MARK SQUILLA
13 COUNCILMAN JIM HARRITY
14 COUNCILMAN NICOLAS O'ROURKE
15 COUNCILMAN ANTHONY PHILLIPS

16 MS. HARTMAN, CLERK

17 BILL: 250059
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2 CHAIRPERSON LANDAU: Good
3 morning, everyone. I note the
4 hour -- I now note the hour has
5 come. This is the Committee on
6 Technology and Information Services.
7 Wednesday, March 19th, 2025.

8 And, Ms. Hartman, will you
9 please call the roll to take
10 attendance?

11 And members that are in
12 attendance, please indicate you are
13 present when your name is called.

14 CHIEF CLERK: Chair Landau?

15 COUNCILMEMBER LANDAU:
16 Here.

17 CHIEF CLERK: Councilmember
18 Squilla?

19 COUNCILMEMBER SQUILLA:
20 Present.

21 CHIEF CLERK: Councilmember
22 O'Rourke?

23 COUNCILMEMBER O'ROURKE:
24 Present.

1 CHIEF CLERK: Councilmember

2 Driscoll?

3 COUNCILMEMBER DRISCOLL:

4 Present.

5 CHIEF CLERK: Councilmember

6 Phillips?

7 COUNCILMEMBER PHILLIPS:

8 Present.

9 CHIEF CLERK: Councilmember

10 Harrity?

11 CHAIRPERSON LANDAU: On his

12 way.

13 Thank you. A quorum of the

14 committee is present and the hearing

15 is now called to order.

16 This is the public hearing

17 of the Committee on Technology and

18 Information Services regarding

19 resolution No. 250059.

20 Ms. Hartman, will you

21 please read the title of the bill?

22 CHIEF CLERK: Resolution

23 No. 250059, resolution authorizing

24 the Committee on Technology and

1 Information Services to hold a
2 hearings regarding the operation of
3 the Philadelphia 311, non-emergency
4 hotline, and its engagement with
5 City Departments.

6 CHAIRPERSON LANDAU: Thank
7 you.

8 I just wanted to open with
9 good morning. Thank y'all for being
10 here.

11 Today we examine a crucial
12 part of our operations, Philly 311
13 system. This hearing isn't about
14 checking in on the hotline for
15 non-emergency inquiries, it's about
16 ensuring that when residents reach
17 out for help to their local
18 government, they get answers, not
19 frustration.

20 Technology is not just
21 computer programs and futuristic
22 hardware, technology and how all
23 policy is implemented. The best
24 ideas for how to improve our

1 government easily breaks down and
2 can't be accomplished if you don't
3 have technology systems and
4 processes to make them work.

5 As Chair of Technology and
6 Information Services Committee, I've
7 come to learn that if the systems we
8 rely on do not work efficiently, our
9 city does not work efficiently. A
10 responsive and reliable 311 system
11 is essential to a well run city
12 allowing residents to report
13 problems, seek information and see
14 their daily lives and the
15 environment around them improve.

16 Everyone here has endured
17 the long wait times, inconsistent
18 responses and a disconnect between
19 requests and resolution.

20 The 311 service system
21 should be designed to bridge the gap
22 between residents and city services,
23 not become another process to
24 navigate. We expect our

1 constituents to trust us and they
2 need to be able to trust that their
3 people needs are met with solutions,
4 not silence.

5 A stream line responsive
6 government is not just a goal, in
7 2025 it is a need. Reporting an
8 abandoned vehicle, a missed trash
9 pick up, a Philadelphian in need, or
10 any other urgent quality of life
11 program, it doesn't matter. Every
12 request deserves to be handled
13 efficiently and effectively.

14 If we check an Amazon
15 package down to the door step, we
16 should be able to see where our city
17 service request is. The
18 communication in your 311 system
19 should match the real status of your
20 inquiry and what the solution is.

21 Today we examine the
22 barriers that are holding Philly 311
23 back from being a transparent and
24 responsive service. Investing in

1 better technology, clearer
2 communication and stronger
3 accountability measures will not
4 only in prove 311, it will improve
5 the entire city of Philadelphia and
6 the future of the city.

7 I'd like to thank
8 Councilmember Driscoll for
9 introducing this hearing. I look
10 forward to learning from our
11 witnesses today and working with my
12 colleague to ensure that Philly 311
13 lives up to its promise.

14 Let's make sure government
15 works the way it should,
16 effectively, transparently and with
17 the people at the center of
18 everything we do.

19 And with that I will ask if
20 anybody else has opening remarks?
21 Councilmember Driscoll.

22 COUNCILMEMBER DRISCOLL:

23 Thank you, madam chair.

24 And good morning, council

1 colleagues, and those testifying
2 today technology and information
3 service, regarding the operations of
4 Philly 311 system.

5 I want to thank my
6 colleagues for supporting the
7 resolution that I introduced earlier
8 this year to hold this hearing, and
9 I also want to thank Chairwoman
10 Councilmember are you Landau for
11 hosting today.

12 Philly 311 was established
13 in 2008 as a non-emergent
14 information hotline to address a
15 variety of quality of life issues.
16 It's important that we reference it
17 a non-emergent because one of the
18 core missions of the systems was to
19 alleviate non-emergency calls that
20 were flooding our 911 system.

21 Today the most common
22 concerns reported to 311 are
23 abandoned vehicles, illegal dumping,
24 missed trash collection, and

1 property maintenance issues.

2 Thousands of these concerns are
3 reported monthly through 311.

4 The 311 system is the
5 reporting tool, not the enforcement
6 agency. Once the request is
7 submitted it is then transmitted to
8 the appropriate department and 311
9 is supposed to update the
10 constituents with any developments.

11 However, a clear disconnect
12 has emerged between residents and
13 city services with Philly 311,
14 despite the 311 Philly website
15 promising residents to improve your
16 community. Report an issue to watch
17 it get fixed. They still experience
18 long wait times, unclear responses
19 and unresolved issues. And have
20 criticized for failing to meet
21 service level agreement timelines or
22 not addressing issues at all.

23 The city invests millions
24 of dollars annually into the 311

1 system. And I think it's important
2 that we have this discussion today
3 as we are in budget season again.

4 It's important that it
5 works effectively and efficiently
6 for all Philadelphians and employees
7 who rely on it daily. We do not
8 want residents to feel like their
9 concerns are not being addressed and
10 reverting to using 911 as their
11 primary line of non-emerging calls.

12 Our goal is to make assure
13 everyone that the non-emergency
14 hotline is working for them. So I
15 look forward, Madam chair, to
16 today's discussion.

17 Thank you.

18 CHAIRPERSON LANDAU: Thank
19 you, Councilmember Driscoll.

20 Does anybody else have
21 anymore opening remarks? No. Okay.

22 With that, Ms. Hartman,
23 will you please call the first panel
24 we have to testify this morning on

1 resolution No. 250049.

2 CHIEF CLERK: Jocelyn

3 Jones, executive director for Philly

4 311. And available for questions is

5 Rich Montanez, Scott and Ralph

6 DiPietro.

7 MS. JONES: Good morning.

8 CHAIRPERSON LANDAU: Good

9 morning.

10 Please state your name, for

11 the record, and proceed with your

12 testimony.

13 MS. JONES: My name is

14 Jocelyn Jones and I'm the executive

15 director of Philly 311.

16 Good morning, Chairperson

17 Landau and Vice Chairperson Squilla,

18 and members of the Committee of

19 Technology and Information Services.

20 As stated, my name is

21 Jocelyn Jones and I'm the Philly 311

22 executive director. And I

23 appreciate this opportunity to

24 testify regarding resolution 250059

1 introduced by Councilmember

2 Driscoll.

3 The Philly 311 contact

4 center serves as Philadelphia

5 customer service hub for

6 non-emergency inquiries supporting

7 the Mayor's vision in making the

8 city of Philadelphia the safest,

9 cleanest and greenest big city in

10 the nation with economic opportunity

11 for all.

12 Philly 311 offers multiple

13 communication channels where

14 customers ask questions and report

15 issues which are submitted to the

16 respective departments as service

17 requests.

18 Philly 311 can be reached

19 through a variety of communication

20 channels for inquiring, reporting

21 issues or service request

22 submissions when customers need

23 assistance.

24 The most used method is the

1 telephone, however, you can submit a
2 request through -- contact us
3 through our mobile app, using our
4 web application as well.

5 Philly 311 responds to an
6 average of 1,600 calls a day.
7 Managing more than 60 types of
8 service requests across eight city
9 departments. Those departments
10 include License and Inspections,
11 Philadelphia Water Department,
12 Philadelphia Fire Department,
13 Philadelphia Police Department,
14 Community Life Improvement Program,
15 better known as CLIP. And
16 Philadelphia Parks and Rec and the
17 Office of Transportation and
18 Infrastructure systems.

19 Each day approximately
20 2,400 cases are entered responding
21 -- into Philly 311's customer
22 relations management system. Our
23 team is not only responding to calls
24 and inquiries, but we are also going

1 into the community to meet people
2 where they are.

3 Last year, Philly 311
4 community engagement team
5 participated in approximately 200
6 community events across the city.

7 To provide callers with the
8 most accurate and up-to-date
9 information, relevant city
10 departments supply 311 with
11 essential details to create and
12 maintain what we refer to as our
13 knowledge based articles.

14 These allow members of the
15 Philly 311 team to provide callers
16 with information they are inquiring
17 about. The knowledge based system
18 also provide the call agents with
19 the SLA, service level agreement,
20 that the departments have provided
21 us with. And that allows us to set
22 a level of expectation with the
23 caller.

24 The knowledge based

1 articles serve as a key resource for
2 addressing customer inquiries. Both
3 information requests and service
4 request dates are stored within our
5 customer relations management
6 system.

7 To uphold quality
8 standards, Philly 311 performs agent
9 weekly call monitoring sessions,
10 monthly calibration sessions and we
11 recently implemented and launched a
12 customer survey, satisfaction survey
13 at the end of calls that customers
14 can take, which allows them to rate
15 their interaction with Philly 311.

16 In 2023, Philly 311 made
17 several improvements to the service
18 infrastructure, including automatic
19 case routing, adding six new request
20 types, implementing a new cell phone
21 based telephone system, which is a
22 software program used for making the
23 telephone calls over the Internet
24 opposed to using a telephone

1 improving call management and
2 overall efficiency.

3 Additionally, Philly 311
4 has upgraded both its interactive
5 voice response IVR system, which
6 allows us to route calls which have
7 new prompts to assist callers with
8 inquiries.

9 For example, during the
10 2024 Presidential election season,
11 the Office of City of Commissioners
12 and board of elections forwarded
13 their incoming calls to Philly 311.
14 Selection -- we made a cue, election
15 support cue. This enhancement
16 helped to streamline call routing
17 and reduce the volume that was going
18 to the Office of City Commissioners
19 and the Board of Elections ensuring
20 constituents received timely and
21 accurate information.

22 To put that into
23 perspective, during the 2024
24 Presidential election, Philly 311

1 handled 20,862 calls over a three-
2 week period of time.

3 We recognize that many
4 times when residents call Philly 311
5 it is usually because there's a
6 quality of life issue impacting them
7 or their community, which can lead
8 to frustration. That frustration
9 can later lead to a passionate call
10 to Philly 311.

11 Being mindful of this, in
12 2024, Philly 311 delivered to its
13 staff an emotional intelligence and
14 customer service essential training,
15 which was geared towards
16 recognizing, understanding and
17 managing ones emotion while defusing
18 a frustrated caller from a
19 constituent in order to find a
20 solution on the call while ensuring
21 we are providing exceptional
22 customer service to the residents of
23 Philadelphia. Philly 311 has since
24 provided these trainings to multiple

1 departments at their request.

2 Thank you very much for the
3 opportunity to address you today.
4 My colleagues and I are happy to
5 answer any questions that you may
6 have.

7 CHAIRPERSON LANDAU: Thank
8 you very much.

9 First, I'd like to
10 recognize that Jimmy Harrity --
11 Councilmember Jimmy Harrity joined
12 us. I'd like to wish him a very
13 happy birthday today. Thank you for
14 coming to your committee hearing on
15 your birthday, I appreciate that.

16 Thank you so much for your
17 testimony, I appreciate it. I
18 worked for the city for many years
19 and had multiple tours of the 311
20 call centers. And understanding --
21 I was here when it was created
22 actually so I understand it was --
23 what was the intent when building it
24 from the ground up.

1 I have a couple of just
2 basic questions to start with. In
3 your testimony you said you get
4 1,600 calls a day, but you enter
5 2,400 cases into the system.

6 Can you explain the
7 discrepancy in those numbers, where
8 the rest of them are coming from?
9 And then I'll stop there and go into
10 the next.

11 MS. JONES: The remaining
12 of that number is the cases we get.
13 We call them non-call cases. Those
14 are the cases that come over the
15 mobile app, through the Internet,
16 through web. So we are not only
17 just answering the phones, we're
18 also taking -- as your mobile app
19 and as I'm sure many of your
20 constituents can tell you about the
21 mobile app, you can submit a request
22 to us that way, too. So that's the
23 difference in the numbers.

24 CHAIRPERSON LANDAU: So

1 about 800 of those each day and

2 1,600 calls a day.

3 MS. JONES: Correct.

4 CHAIRPERSON LANDAU: Okay.

5 So what kind of data do you have of

6 the usage of the system through the

7 phone call center versus on the app?

8 What's the break down of the

9 contacts you have versus the phone

10 versus the app? And do you have any

11 demographic data between the two

12 groups, phone versus app?

13 MS. JONES: I can give you

14 in the calendar year of 2024. I can

15 give you what we received as service

16 requests. Not necessarily the phone

17 versus the non-calls, but I can get

18 that information for you.

19 CHAIRPERSON LANDAU: One of

20 my questions is what do you track?

21 Do you as a matter of practice on

22 your end track and keep the data of

23 the distinction between the calls?

24 What they're asking for, where are

1 they coming from, which council
2 district, versus the app, where are
3 they coming from. Any demographics
4 on that? What are they asking for?

5 MS. JONES: Yes. We do
6 keep that information and I can get
7 that for you. We also have, I
8 believe last year started giving --
9 sending to each council person,
10 their district, what happens within
11 their district. And in that report,
12 I believe it's outlined the calls.
13 How much come in online for us, and
14 then what are the type of service
15 requests or information requests
16 being asked.

17 CHAIRPERSON LANDAU: And do
18 you follow through on that request
19 to see what the result was? So you
20 can tell a district council person,
21 you know, we got 100 calls about
22 these three things. Do you as a
23 call center follow through to make
24 sure that when they went to L&I and

1 Parks & Rec and Streets, that they
2 were resolved.

3 MS. JONES: Unfortunately
4 we do not do that because we rely
5 upon the servicing department once
6 they get the information, we send it
7 immediately over the them that they
8 will assign it out to someone within
9 their department. And then they
10 will -- once it's been completed,
11 they will close out that ticket for
12 us.

13 If it's an information
14 request, something which someone is
15 calling and inquiring about
16 something, then we are just
17 documenting it for you.

18 CHAIRPERSON LANDAU: Okay.
19 Also, when you send it to the
20 department -- I'm sorry, yeah. When
21 you send it to the department or
22 agency, you mark it's a closed,
23 right?

24 MS. JONES: No, we do not.

1 The department and agency marks it
2 as closed. So once they are
3 finished doing whatever the service
4 is, they mark it closed, and they
5 also put a comment in the system
6 which if the constituent or customer
7 has given their email address, that
8 is how that is generated and it
9 tells them whatever the servicing
10 department has provided.

11 CHAIRPERSON LANDAU: Do you
12 mark it as transferred over to
13 system -- to the department or
14 agency?

15 MS. JONES: Yes, there's a
16 way for us to look at the system and
17 we know it's been sent over and it's
18 been received -- received by the
19 department.

20 CHAIRPERSON LANDAU: Okay.
21 And do you -- maybe I'll stop here
22 and let -- I'm going to stop here
23 for a minute and let somebody else
24 ask questions. I've got a lot.

1 Councilmember Driscoll?

2 COUNCILMEMBER DRISCOLL:

3 Thank you for your hard
4 work. A couple things that I just
5 wanted to wrap my hands around a
6 little bit. So the Mayor started
7 this new community outreach in every
8 district.

9 Is there any interaction
10 between your department and these
11 new units in each of the ten
12 councilmatic districts?

13 MS. JONES: When -- they
14 have a partner portal. So whatever
15 they submit comes into the 311 as
16 well. And it -- excuse me, I'm
17 sorry. Can I just ask Christine to
18 come up for a moment? Because I
19 want to say this absolutely correct.
20 She set this up.

21 So it actually goes over to
22 311, and then 311 sends it over to
23 the servicing department that it
24 should go to. That's the

1 interaction that we have the Mayor's
2 community team.

3 COUNCILMEMBER DRISCOLL:

4 I'm just wondering if
5 there's a -- as this evolves, if
6 there's a way that the community
7 outreach offices can sort of be part
8 of your quality control. Like if
9 they get a list of council district
10 of what you're working on, you know,
11 what's closed, what's not closed,
12 maybe they can put that within their
13 spear somehow, without interfering
14 with what you're doing. I don't
15 know.

16 MS. JONES: You know, that
17 sounds, Councilman, reasonable and
18 it's something I can definitely look
19 into. It is not something we
20 currently do right now, other than
21 the fact that when they take a
22 service request and they're out in
23 the community, it does go through
24 our system and that's where it's

1 tracked. I do not know whether they
2 have their own tracking system or
3 not because they we don't interact
4 like that. However, I know they're
5 in our partner portal.

6 COUNCILMEMBER DRISCOLL: So
7 let's say they get a complaint or
8 see something in the council
9 district, are they entering it into
10 311 or are they contacting different
11 departments themselves?

12 MS. JONES: No, they're
13 entering it into 311, right?

14 MS. MCDONALD: They have
15 the option to enter cases into our
16 partner portal.

17 COUNCILMEMBER DRISCOLL: So
18 it's an option.

19 MS. MCDONALD: Yes, they
20 have user profiles created in your
21 partner portal so they do have
22 access to it.

23 COUNCILMEMBER DRISCOLL:
24 Okay. And then I guess the

1 other -- you mentioned during the
2 Presidential election, now that we
3 have an office in every council
4 district, my hope is that those sort
5 of requests wouldn't go through 311,
6 that they would go right to the
7 commissioner's office and they would
8 be staffed properly. So that -- it
9 seems like you're busy enough
10 instead of getting involved in every
11 election. So I appreciate what you
12 did, I'm not sure that was the right
13 way to go there, but we can revisit
14 that later.

15 CHAIRPERSON LANDAU: Thank
16 you.

17 Councilmember Jimmy
18 Harrity?

19 COUNCILMEMBER HARRITY:
20 Thank you, Chairwoman.

21 Good day. How are you
22 doing?

23 MS. JONES: Hi, I'm fine.
24 How about you? Happy birthday.

1 COUNCILMEMBER HARRITY:

2 Thank you. Thank you.

3 Thank you so much.

4 Just kind of following up
5 on my colleague. In my office on
6 multiple occasions, complaints
7 placed by constituents -- service
8 requests placed to 311 have come
9 back unfounded.

10 How do representatives
11 determine that a case is unfounded?
12 And how do we respond to
13 constituents when there is no
14 explanation provided for the type of
15 case resolution?

16 MS. JONES: When a
17 constituent gets it they can always
18 call. In fact, we encourage them to
19 call 311.

20 COUNCILMEMBER HARRITY: But
21 these were requests that were called
22 into 311, but came back unfounded,
23 but the issue is still going on.

24 MS. JONES: I understand

1 that, but we're not to one who puts
2 in the unfounded. So if the
3 constituent gets something like
4 that, then we encourage them to call
5 311. And what we will do is
6 escalate and say, hey, this
7 constituent is saying that the issue
8 is still there.

9 We have very good working
10 relationships with the servicing
11 departments and we will escalate it
12 and ask, can you please go out and
13 see what's going on with this.

14 I believe, for example, in
15 Councilmember Driscoll's district,
16 we had a complaint where somebody
17 was saying there was a pathway being
18 blocked by bushes and they called.
19 And we actually investigated to see.
20 We asked CLIP to please go back out
21 and see because the constituent is
22 saying -- your constituent is saying
23 no, no, it's not cleaned up. And it
24 actually was reading for constituent

1 that it wasn't founded. And CLIP
2 went back out and sent me some
3 pictures to show it wasn't. And I
4 sent to it the individual in your
5 office, those pictures.

6 So we encourage people to
7 call us if what they are seeing not
8 what the reality is.

9 COUNCILMEMBER HARRITY: So
10 our protocol would be to call you
11 back when we get a result that says
12 unfounded.

13 MS. JONES: And we will
14 escalate for you.

15 COUNCILMEMBER HARRITY:

16 Okay. And you will
17 escalate. All right. Great.

18 What's the average turn
19 around time on 311 requests?

20 SPEAKER: Each department
21 has their service type, has their
22 own service level agreement, so it
23 varies. And that's something that
24 the servicing department decides how

1 long it should take for a particular
2 service to be completed from the
3 time that we put it in to the time
4 they complete that service.

5 COUNCILMEMBER HARRITY: So
6 that would be the department?

7 MS. JONES: Yes. We don't
8 make the service level agreement.

9 COUNCILMEMBER: Who is
10 service? What department or does it
11 depend on what it is?

12 MS. JONES: Right. It
13 really depends on what it is.

14 COUNCILMEMBER HARRITY:
15 Okay. And then they would
16 be responsible.

17 MS. JONES: Yes.

18 COUNCILMEMBER: All right.
19 That's what I'm getting at. All
20 right. I think that will due for
21 now. Thank you, Madam Chair. I
22 have a lot of questions also.

23 CHAIRPERSON LANDAU: We're
24 going to come back, too. In the

1 meantime, Councilmember Anthony

2 Philips.

3 COUNCILMEMBER PHILLIPS:

4 Thank you, Chair Woman.

5 Thank you, Jocelyn, for coming here
6 today.

7 MS. JONES: You're welcome.

8 COUNCILMEMBER PHILLIPS:

9 This is a very important
10 topic among residents in the city of
11 Philadelphia and I think we have the
12 ability to get it right.

13 Clearly what's happening
14 with 311 is not working all the way
15 and we have to find a way to make it
16 work better for residents. I think
17 even in our office, you know, I want
18 us to be at 95, 99 percent most of
19 the time. And I think that with
20 311, I'm not sure if we're at 95, 99
21 percent all the time.

22 So one of the questions I
23 have is about transparency. Is
24 there a tracking system that allows

1 Philly 311 to monitor whether
2 departments are meeting their
3 service level agreements?

4 MS. JONES: You know,
5 that's a great question. So we're
6 getting ready to implement with the
7 various departments to have them look
8 at articles of knowledge for us,
9 which include the service level
10 agreement.

11 We're going provide them
12 with what their current service
13 level agreement is and what is the
14 average business day to close, and
15 then ask them to please look at it
16 and see if this is reality
17 realistic, or if they would like to
18 change it. If they do change it,
19 then we will change it in our system
20 as well.

21 But right now we know what
22 it is, we just -- we're not -- I'm
23 not saying we're not, but there's
24 nothing that's officially tracked.

1 So I really want to change that as
2 we go forward -- move forward.

3 Because I think what needs
4 to be done is the SLAs need to be
5 reviewed again, so we're working
6 along with Philly Stat 360 to do
7 this as well.

8 COUNCILMEMBER PHILLIPS:

9 Great. And actually I see
10 what you're saying, but I just want
11 to quickly follow-up with the fact
12 that -- once they come up with their
13 service level agreements and they
14 might say what's more realistic, we
15 still need the tracking system
16 that's going to be there that's
17 going to be for them.

18 MS. JONES: The tracking
19 system, I'm sorry I didn't say that.
20 That's why we would do it and want
21 to launch this because there will be
22 a tracking system in place.

23 COUNCILMEMBER PHILLIPS:

24 Okay. There will be.

1 So the next question is
2 what consequences, if anything, is
3 there for departments that
4 repeatedly fail to follow through on
5 service requests?

6 MS. JONES: I'm going to be
7 completely honest with you,
8 Councilperson, I'm not working in
9 those departments. What I would be
10 doing is going right to the head,
11 here, here's what we are seeing.

12 COUNCILMEMBER PHILLIPS:
13 Got you.

14 MS. JONES: And is there
15 anything we can do to help? But
16 that's out of -- 311, we are not an
17 operations department. So,
18 therefore, for us to step in and say
19 you should be able to do this in X
20 amount, that's not us.

21 COUNCILMEMBER PHILLIPS:
22 That's something to think
23 about. Right? We as public
24 officials, we have consequences, our

1 staff members have consequences.
2 It's just the idea of, you know, I
3 think that even the folks that are
4 supposed to be serving folks
5 publicly in these administrative
6 departments there needs to some sort
7 of level of consequences as well.
8 That's not something for you to work
9 on, I guess, per se.

10 MS. JONES: Can I interject
11 this right here? I will say this,
12 since I have been with Philly 311, I
13 do see where the service departments
14 are really concerned about meeting
15 those service level agreements and
16 trying to make sure that they hit
17 them.

18 So I just want to make sure
19 that I'm conveying that it's not
20 something that I think they don't
21 want to do. You know, it's just for
22 whatever reason -- and sometimes
23 they are very good at meeting them.
24 There are some things that are under

1 the service level. So if it takes
2 five days, they may be able to do
3 that in three days, and that's the
4 average. Because we do look at that
5 individually sometime just to pull
6 it to see where the city is at.
7 Okay.

8 COUNCILMEMBER PHILLIPS:

9 Thank you. And I just have
10 one more question. Can you provide
11 data on how frequently service
12 requests are completed within the
13 expected time frame versus those
14 that experienced delays. And also
15 311 customer satisfaction is
16 important. Are there ongoing
17 efforts to improve customer
18 satisfaction if someone is upset?
19 Do we call them back or how do we
20 evaluate? If they're telling you
21 they're not happy, how do you reach
22 out to them or do you compile that
23 data on your own and figure out what
24 to do?

1 MS. JONES: So the latter
2 first. We get the survey results
3 everyday from the day before. And
4 right now I think we're at a 91
5 percent -- 93 percent satisfaction
6 rate within the city of
7 Philadelphia.

8 If we do find that there's
9 a call that's rated, you either get
10 a 1 for yes, they liked the
11 experience, or no, you do not, they
12 disliked it.

13 Then that call is listened
14 to by one of the supervisors, that
15 person's supervisor, the agent's
16 supervisor. They monitor that call,
17 they score the call. If they find
18 that the agent -- there was
19 something wrong with the call, the
20 agent is then coached.

21 If this is consistent then
22 a disciplinary action, that path
23 starts with the agent. If it's a
24 yes, we do the hooray, you did a

1 great job.

2 If it's a no, we will also
3 -- the manager, the supervisor or
4 the agent, if we feel you need to
5 call that person back and you need
6 to make this right.

7 COUNCILMEMBER PHILLIPS:

8 Thank you. Thank you.

9 MS. JONES: Okay. That's
10 what we're doing.

11 COUNCILMEMBER PHILLIPS: I
12 want to say I appreciate you coming
13 out today. Hopefully, you know,
14 from this we can find ways to
15 getting better. Because even a lot
16 of our offices are constantly
17 figuring out like, hey, we did right
18 for this month. How do we get
19 better next month? Every time this
20 is about improving for residents in
21 the city.

22 And our hope is that you
23 and your leadership and the rest of
24 your team can take this and figure

1 out how to continue to get better.

2 Because I'll tell you with
3 the unfounded situation, I had --
4 years ago before council, I had an
5 issue. You know, paint spilled in
6 my driveway, sanitation did it and I
7 put a 311 request and it did come
8 back unfounded. I think it's only
9 because maybe it was the wrong
10 address, it might have been one
11 house over. Are these people --
12 like -- the reason I had the wrong
13 address, if you look at the
14 vicinity, like just -- I feel if
15 it's not the exact T, they'll say
16 unfounded. It's like are we being
17 efficient in that particular way?

18 So I feel like there needs
19 to be a conversation between 311 and
20 the department saying, hey, there's
21 going to be times where our
22 residents may not have the exact
23 address or the exact corner, but
24 just do your best to do the entire

1 area. Circumvent the entire area
2 for the issue so we don't have to
3 call you to go back out there again.
4 So that's it. Thank you.

5 CHAIRPERSON LANDAU: Thank
6 you. Just a real quick point of
7 clarification before I move onto
8 Councilmember O'Rourke. For the 311
9 survey data that you're saying
10 happens with the calls, are you
11 asking people are they satisfied
12 with 311 services or the resolution
13 of their problem?

14 MS. JONES: 311 services.
15 And the reason that when I went that
16 way because when I started there
17 because nothing to ask how 311 is
18 doing. So we're citizens of the
19 city, these are our neighbors, these
20 are our friends, these are our
21 family members and we always heard
22 something negative. I know for
23 myself it was always something very
24 negative for 311.

1 And then once I got into
2 this position and started working
3 for 311, I said, wow, these guys
4 really do do a lot during the course
5 of the day. So I wanted a way to
6 measure what is your interaction, is
7 my agent professional? When they
8 answer your question, do they
9 statement have the knowledge they
10 are supposed to? What is your wait
11 time? That's the question we kind
12 of tank on a lot, but it depends on
13 when you take that survey because
14 our wait times vary based on the
15 time of day.

16 So from 11:00 to 2:00, you
17 may have a wait because a lot of
18 people are on lunch and they're
19 trying to get to the 311, so there's
20 this influx of calls coming in.
21 However, you may call at 2:30 and 3
22 o'clock, and get right through to
23 us. Because people are at work and
24 not as many people are trying to get

1 to 311.

2 Also, if there's a city
3 event, like a large fire, and then
4 they are saying call 311. Anything
5 that happens in this city and it is
6 said call 311, it impacts our caller
7 volume, and those we have no control
8 over. So that's why I put in place
9 the -- and we just launched this.

10 So it's very, very new, but
11 I'm happy with the 93 percent
12 because a lot of -- I've been doing
13 call centers for a long time.
14 Eighty-five to 90 is usually where
15 people will probably end up at. So
16 I'm very happy with the 93 percent
17 and we're working towards making it
18 better. That's why we listen to
19 these calls that we're not getting
20 scored well to find out what the
21 problem is. Is it an agent problem,
22 information problem or the person on
23 the phone. Because people don't
24 like to hear no or don't like to

1 hear us say we can't do this, but,
2 because we always try to give them
3 an option. Here's what we can do
4 for you so...

5 CHAIRPERSON LANDAU: Thank
6 you very much. The Chair recognizes
7 Councilmember O'Rourke.

8 COUNCILMEMBER O'ROURKE:
9 Thank you, Chairperson
10 Landau. And good morning, Director
11 Jones. It's a pleasure to have you
12 here with us today.

13 Member Phillips already
14 kind of hit on my first question.
15 But if you could, if you don't mind,
16 could you actually walk us through
17 the procedures around the service of
18 agreements for updating these
19 agreements and any timelines and
20 policies that are involved.

21 MS. JONES: The servicing
22 department will reach out to us and
23 say, okay, here's a change to our
24 knowledge based administrator.

1 Here's a change, this is what we
2 want to update. And then we update
3 it almost immediately, as quickly as
4 we possibly can. Send it back to
5 and many times send it right back to
6 the servicing department for
7 approval. And then it is put into
8 our knowledge base as a live
9 article.

10 We have some that are
11 archived that are older articles
12 that no longer applicable, however,
13 we don't want to lose that
14 information, so we'll keep them as
15 an archive article and that's how we
16 update.

17 If it's something where its
18 new, they will get in contact with
19 Christina. Christina will get all
20 parties together, let's figure out
21 what it is you want to do, what do
22 you want that article to say, we
23 need the key components. Because
24 our agents, for the most part, are

1 on the phone, so they can't have 50
2 pages of one thing.

3 So, like with trash pickup.
4 My trash should have been picked up
5 on Tuesday, it's been missed. And
6 the agent is writing this down.
7 It's now Thursday, it was missed,
8 everybody else on the block trash
9 was picked up.

10 That is then something we
11 put into the article really quickly
12 for knowledge based article. And
13 then when the agent goes to use it,
14 we have drop downs, we have every
15 way that we can possibly help that
16 agent to go through a script.

17 And they just kind of have
18 to read it and check off what's
19 correct, what's accurate, and at the
20 end of their call we will recap what
21 you told us. And I know I'm going a
22 little bit further than what you
23 asked. But at the end of the call
24 we recap, the caller, exactly what

1 it is you told us and we will give
2 you the service request number.

3 Now the important thing I
4 think for us to know is that if a
5 customer decides they want to stay
6 anonymous or do not want to give us
7 an email address, there's absolutely
8 no way for them to get updates other
9 than calling 311. You can always
10 call in if you have the service
11 number, we can give you an update.

12 COUNCILMEMBER O'ROURKE:

13 It's never too much to give
14 more of an answer. It's helpful in
15 terms of clarity what we're looking
16 for. So thank you for that.

17 Our office hears and the
18 data plainly shows that 311 ticket
19 closure rates are seasonal, with the
20 lowest rates coming in the summer
21 and winter months.

22 Can the panel talk or
23 anyone really talk about how data
24 from 311 is used in their department

1 to identify goals and address
2 challenges?

3 MS. JONES: To identify
4 goals for us?

5 COUNCILMEMBER O'ROURKE:

6 Yes. Yes, related to the
7 issues being raised in terms of what
8 we are hearing.

9 MS. JONES: Good question.
10 I have to really think about --

11 MS. MCDONALD: I can say
12 that when it comes to some winter
13 months as far as calls --

14 CHAIRPERSON LANDAU: Excuse
15 me, I'm sorry. Can you state your
16 name for the record?

17 MS. MCDONALD: Oh, I'm
18 sorry. My name is Christina
19 McDonald.

20 COUNCILMEMBER O'ROURKE:

21 Hello, Ms. McDonald.

22 MS. MCDONALD: So there's
23 certain times of the year where we
24 get specific calls. For example, in

1 February we get a lot of calls
2 related to licenses and renewals
3 based off of when the license and
4 inspections -- license renewal
5 process is taking place, we may get
6 an influx of calls.

7 So we know that so it will
8 allow the call center to prepare and
9 make sure that our knowledge based
10 articles for that specific thing are
11 updated in preparation to take those
12 calls.

13 MS. JONES: And this year
14 when that happened we cross-trained.
15 And we will do that, cross-train
16 other agents so they can jump on.
17 We have an L&I line. Those calls,
18 for instance, can be 20 minutes long
19 because people want us to handwalk
20 them through. And we're fine with
21 that because we realize that License
22 & Inspection is revenue driven.
23 It's going bring in revenue into the
24 city.

1 So we will handhold, walk
2 you through the system if you call
3 in. Because most people who call in
4 are contractors or people about to
5 do work so. Not that we don't treat
6 our other customers with the same.
7 But a lot of times people look at
8 how long does it take to do a call
9 for License and Inspection.

10 COUNCILMEMBER O'ROURKE: So
11 thank you for that. And if I may,
12 the part around the closure rates
13 happening in the fall or winter
14 months speak to us because it
15 probably has to do with heat or
16 addressing some physical concern
17 that I think should be, I think
18 weighted along the same lines of
19 revenue driven matters.

20 So to the degree if I
21 could, if I could be so forward to
22 advise or suggest, that you do use
23 all that information to figure out
24 how best to form fit your services

1 to all the issue that citizens are
2 calling about.

3 Thank you just the same for
4 your work and all that you do for
5 our city.

6 Madam Chair?

7 CHAIRPERSON LANDAU:

8 Chair recognizes
9 Councilmember Squilla.

10 COUNCILMEMBER SQUILLA:

11 Thank you, first of all, I
12 want to thank you for the monthly
13 reports that we received. I think
14 it's important for our district to
15 understand the number of calls that
16 are coming, what they are for.

17 We know there's challenges
18 sometimes with either duplicate 311
19 calls, people calling several times
20 for the same issue or people calling
21 back for the same issue. But what
22 we try to do is when we do get that
23 or get that complaint is actually
24 share the 311 number with the

1 department also. So the department
2 knows, all right, they closed this,
3 yet the people say it's still there
4 or unfounded, but it's still there.
5 Because sometimes as a reporting
6 agency you see it's closed, you
7 think it's closed, you don't know
8 what the department did. But the
9 people think 311 closed it so it's
10 their fault, right?

11 MS. JONES: Absolutely.

12 COUNCILMEMBER SQUILLA: And
13 I think we need to work closer with
14 the departments that are closing
15 those things and how we can
16 coordinate better with 311 and the
17 end result for the client at the end
18 of the day to see what happened.

19 Because, all right, let's
20 see what happened first before we
21 start casting blame, right? Is
22 there a way when that issue is
23 closed or you sent it to Streets
24 Department or you sent it to L&I,

1 right? And then they have a way of
2 then saying unfounded, got there.
3 You don't know -- can we require
4 them to say unfounded, couldn't get
5 in the location. When it says
6 unfounded, we don't know what
7 happened. Did they just go there
8 and nobody was there, they couldn't
9 get in. Say it was a rental
10 license, for instance. They knocked
11 on the door and nobody was home, so
12 they don't know whether they still
13 have a rental license, right?

14 MS. JONES: That is
15 something and great observation.
16 That is something we are working
17 towards and going to work towards
18 with our servicing department.

19 To make the comment
20 clearer, because if you think it's a
21 challenge for you to have somebody
22 screaming on the phone, and my agent
23 is -- I don't know what this is.
24 And we're running around trying to

1 figure out, okay, what does this
2 mean? Do we need a little more
3 clarity on it?

4 So we are working and the
5 servicing departments are great.
6 They know we have to get it a little
7 more detailed for the customer.

8 COUNCILMEMBER SQUILLA: Or
9 do you have to add a field? Do you
10 have to add another option for the
11 service department to put something
12 in? A lot of times when you see
13 something closed it can say "filled
14 pot hole - closed," or something
15 like that. Because you don't know
16 -- if it's closed, did anything
17 happened, did they not find it?
18 Sometimes you don't know.

19 MS. JONES: What we're --
20 actually the first thing you said,
21 we are asking for more clarity. We
22 will be asking for more clarity in
23 the comment. And then we are also
24 asking if you did do something, tell

1 us what it was when its closed. And
2 we know because we go through those
3 200 engagements I said we do. These
4 are the same questions that we get
5 from your constituents when we're at
6 that the community events.

7 So for us, also education
8 is a big thing. And this is why we
9 go out in the community so often so
10 we can educate your constituents.
11 Okay. If you do see it's closed and
12 don't understand why, call us, call
13 us. You can always call us back.

14 And once we explain that
15 people are like, oh, okay, I didn't
16 realize I could. Yes, you can
17 always call us back.

18 CHAIRPERSON LANDAU: I want
19 to follow-up on this line of thought
20 here because I think this is -- what
21 we're looking at here is the key to
22 helping make 311 even more -- oh,
23 the Chair recognizes Isaiah Thomas,
24 Councilmember, Isaiah Thomas.

1 This is the way in which we
2 can make this more efficient. So
3 when we talked about your survey
4 that you're doing at the end of the
5 calls, and that's to see how 311 did
6 during the call process. I would
7 suggest most people don't really
8 have a problem except the wait time,
9 with how friendly you are on the
10 phone or to help walk them through a
11 process, people are very frustrated
12 after they lodge a complaint either
13 through calls or online that their
14 situation is not resolved, and it's
15 been deemed to resolve in the
16 system.

17 So there they are looking
18 at the pothole, the pothole has been
19 found as unfounded. The only word
20 they have is unfounded and they're
21 still looking at a pothole at the
22 end of the day.

23 I think for the city of
24 Philadelphia, the way to make the

1 system the most efficient is for
2 you, as 311, to have the information
3 from the department immediately upon
4 the resolution of the request, that
5 "found pothole, will have it filled
6 in one week." Done. And that way
7 also it gets immediately tracked
8 through the service -- the service
9 number to the resident part.

10 The reason why is we keep
11 saying -- you keep saying "they can
12 call us back." You already have
13 1,600 calls a day, you don't need
14 2,000. And, in fact, maybe those
15 1,600 calls can go down to 1,200,
16 maybe even a thousand, if there was
17 a good way to have the information
18 at their fingertips.

19 And I really do think this
20 is how the city needs to move
21 because if not, we are double
22 tracking data. We have the Streets
23 Department counting how many
24 potholes they have, how many they

1 filled. And you've got 311 that can
2 look up, these are how many calls we
3 had for pot holes, some call it
4 resolved whether or not it is. Do
5 those numbers match? I don't know.

6 If they don't match, we're
7 miscounting and double counting
8 something that can so easily be put
9 in one particular place.

10 MS. JONES: I believe -- I
11 believe that as things are closed --
12 maybe not in real time, like if you
13 close a pothole right now, that
14 person, who's in the Streets
15 Department, without any some sort of
16 technology. I think you have to get
17 back to the office. I do not know,
18 I do not work for the Streets
19 Department, but I do know that this
20 information is entered into the
21 system. And that's how, you know,
22 for real time, they would need some
23 sort of technology. This is just me
24 saying that they would need to have

1 something to enter into the system
2 that this pothole has been filled
3 and it would time stamp it or
4 whatever and it would come in, too.

5 And the other thing to
6 remember if the constituent decides
7 that they don't want to give us
8 their contact information, they
9 won't give any information. That's
10 the only way for us to do it.

11 Once the servicing
12 department says that it's closed for
13 whatever reason it is closed, if we
14 have an email address, that email
15 goes out and generates an email
16 stating what happened. That, too,
17 looks like it's coming from 311. So
18 you're right on time, they call 311.
19 So it's 311's problem. If it wasn't
20 done, it's 311's fault. But that
21 email is the other thing that
22 notifies the customer that, hey,
23 this was closed and for whatever
24 reason it was closed the servicing

1 department provides.

2 So I would say it would be
3 some technology in play. And I'm
4 not in any of those departments so I
5 don't know budgetary, none of that,
6 but that's how you would get it real
7 time where I've seen other places
8 done. Where people have an iPad or
9 something that they can walk around
10 with. And when they fulfill
11 whatever the request is, they can
12 right then put it in the system.

13 CHAIRPERSON LANDAU: Seems
14 like a perfect opportunity to hear
15 to some of the departments.

16 Could you please state your
17 name, for the record?

18 MR. POWERS: Good morning,
19 Chair. Aubrey Powers, I am deputy
20 managing director for community
21 service with the managing director's
22 office. And one thing I wanted to
23 share with the committee is that we
24 are exploring ways in which we can

1 improve that coordination between
2 departments. And I'm hearing the
3 themes, you know, just as you have
4 seen in regard to that next step
5 that, follow-up.

6 So we are in the process of
7 exploring mechanisms for those sort
8 of urgent, non-emergency services
9 which really heavily impact the
10 quality of life for our
11 constituents. So just as you stated
12 at the very top, you know, how can
13 you better ensure that our
14 constituents are receiving help
15 instead of frustration.

16 So that's sort of a level
17 above of where 311 is at this very
18 moment, but it's worth that right
19 now. We're heavily involved in
20 exploring what can work best here.

21 CHAIRPERSON LANDAU: Thank
22 you for that. I think it would be
23 helpful if we had some of the
24 departments come up now so we can

1 understand what's happening when the
2 request gets to their end.

3 MR. POWERS: Thank you.

4 CHAIRPERSON LANDAU: Thank
5 you.

6 MR. MONTANEZ: Good
7 morning. Richard Montanez, deputy
8 commissioner of Streets.

9 So as stated, we do receive
10 311 depending on the problem. We do
11 have specific SLAs for each one of
12 those. For example, potholes are
13 within three days. I do want to
14 remind council, not all potholes are
15 the same.

16 Most of the time when we
17 get complaints are not potholes, are
18 actually plumber stitches that were
19 improperly filled without the
20 Streets Departments notices. So
21 that does takes us longer to do. As
22 a matter of fact, on my ride here
23 today from our traffic shop, I ran
24 into five of them, so it is not

1 uncommon to see.

2 But we do want them to
3 call, we're not denying it. We do
4 switch it on our system when they do
5 come in. What we do is every
6 morning we generate our work log,
7 the crews get routed a certain way
8 and those problems get fixed.

9 Whether it be potholes,
10 streetlights, traffic signals,
11 signage, line stripping, paving. So
12 we lineup the work everyday and we
13 utilize the 311 system to do our
14 work.

15 CHAIRPERSON LANDAU: Do you
16 have one person who is the liaison
17 to 311 from Streets?

18 MR. MONTANEZ: You're
19 talking to him.

20 CHAIRPERSON LANDAU: Okay.
21 And at the end of the day, are you
22 -- how do you determine what exact
23 -- when do you consider an issue
24 resolved?

1 MR. MONTANEZ: So when we
2 close the tickets is when the issue
3 gets resolved. Once Streets
4 Department closes it on their side,
5 then 311 gets a close on theirs.
6 And within Streets it gets a little
7 complicated, whether it's a state
8 road, whether SEPTA property, or
9 other issues that are out there.
10 But when we close it in our system
11 is when 311 sees it closed on
12 theirs.

13 CHAIRPERSON LANDAU: Do you
14 close -- we're using potholes as an
15 example. Do you close a pothole
16 concern when the pothole is filled
17 or when you determine there's a
18 pothole to be filled.

19 MR. MONTANEZ: When the
20 pothole is filled. The crews have
21 paperwork. So everyday they take
22 out the paperwork. There is a
23 clerical person in every one of our
24 districts that their entire job is

1 to input and close out those 311
2 requests on a daily basis.

3 CHAIRPERSON LANDAU: Okay.

4 Thank you. The Chair will
5 recognize Councilmember Jimmy
6 Harrity.

7 COUNCILMEMBER HARRITY:

8 Hello. How's everybody
9 doing today?

10 MR. MONTANEZ: Good.

11 COUNCILMEMBER HARRITY: So
12 these holes are a problem,
13 especially the ones done by
14 contractors illegally. I have a
15 bill that gets voted on final page
16 passage this week. It will pass,
17 which give us an avenue to go after
18 these bad actors, the contractors.
19 We know it's a big problem. I just
20 was a little confused of you guys
21 didn't support the bill. Streets
22 Department actually testified
23 against it.

24 So I'm just wondering why

1 you guys know that this problem is
2 rampant and that most of these
3 things are being done by some of the
4 same people over and over again. So
5 just curious to why you guys felt
6 the -- that this bill wasn't needed
7 when you're saying it's one of our
8 biggest problems.

9 MR. MONTANEZ: In reference
10 to your bill, most of the bad actors
11 are the ones not getting the
12 permits.

13 COUNCILMEMBER HARRITY:
14 That's the whole idea of
15 the thing. If they get a permit,
16 that's why the bill fines them when
17 we catch them. Because they're easy
18 to catch because most of the
19 neighbors who actually they're doing
20 the work for paid for a permit in
21 their, you know, their contract.

22 MR. MONTANEZ: You're
23 right, Councilmember.

24 COUNCILMEMBER HARRITY: I'm

1 a highway worker, too, you remember
2 that, right?

3 MR. MONTANEZ: Yes. But
4 when we go and ask the resident who
5 had the work done, who did work,
6 they won't give us the contractor.

7 COUNCILMEMBER HARRITY:
8 Well, that's why we made a
9 law and --

10 MR. MONTANEZ: I need to
11 understand who the contractor is in
12 order to stop all the permits.

13 COUNCILMEMBER HARRITY:
14 It gives us an avenue,
15 that's what I'm saying. It's okay.
16 Another day. Thank you.

17 CHAIRPERSON LANDAU: We
18 will hear from another department.
19 State your name, for the record,
20 please.

21 MR. DIPIETRO: Good
22 morning.

23 I'm Ralph Dipietro, deputy
24 commissioner for the Quality of Life

1 Department.

2 Very briefly, L&I uses --
3 utilizes 311 in a variety of
4 fashion. Not just as the front door
5 to our service, through the
6 complaint process, but we also
7 utilize them to sort of answer the
8 typical and mundane questions about
9 how do I get a permit, where's my
10 local district office. So there's a
11 lot of functionality and things that
12 311 provides for us.

13 Complaints are probably the
14 No. 1 for at least the quality of
15 life side of L&I. Since we deal
16 with them, we get the majority of
17 our departments complaints through
18 311.

19 If you'd like I can sort of
20 summarize how our systems interact,
21 if it would be helpful.

22 So basically a service
23 request comes into 311, whether call
24 takers take it, or someone goes on

1 the app or whatever. That's then
2 transferred to our system, eCLIPSE,
3 as a complaint.

4 There's four, sort of,
5 steps or there's four points where
6 we go back to 311 with a status.
7 The first one we're going to do a
8 review. So the complaint is going
9 to come in, it's going to get
10 assigned to an inspector. And the
11 way that happens each complaint is
12 given a complaint code. A complaint
13 code may be property maintenance
14 exterior. That goes to one
15 inspector. The complaint code may
16 be working without a permit,
17 different inspector.

18 The complaint code going to
19 come and is going to be assigned,
20 goes to the inspector, inspector
21 does a review. Determines, yup,
22 it's an L&I complaint, it's
23 something we are responsible for.
24 And that's the first interaction, it

1 let's the system know, okay, it's
2 been reviewed.

3 The next step is its been
4 assigned, the inspector its been
5 assigned to. And the reason we have
6 that separate step is sometimes the
7 inspector that receives it may not
8 be the person responsible for
9 follow-up on the complaint. Or the
10 complaint may have some portions of
11 it -- a real common one is someone
12 will say, well, a building isn't
13 licensed, it's collapsing.

14 Well, we don't want the
15 license inspectors to do that, we
16 want that to go to the inspectors
17 that handle collapse because that's
18 much more pressing. So there's
19 this -- there's this assigned
20 process that happens.

21 And then the next one is
22 probably the one had a causes I
23 would think the most anx for folks
24 because the next one is really the

1 perform investigation or the
2 completed process.

3 And this is where an
4 inspector goes out and/or researches
5 and takes an action on the
6 particular complaint. When I say
7 perform investigation, that may be,
8 hey, we already have an existing
9 case that deals with this particular
10 complaint. So we attach that
11 complaint to existing case.

12 The inspector may go out
13 and say this is unfounded. And I
14 think this is where the anx really
15 ramps up here. In that case it
16 returns back a status to 311 or to
17 sales force that the complaint is
18 closed. And I'll get back to that
19 in a minute. And the other one will
20 be, yup, there's a violation here,
21 we're going to issue notices of
22 violation.

23 So those notices of
24 violation, at that point the

1 anticipation is everything L&I does
2 goes directly onto our website.
3 Almost a hundred percent of our work
4 is publicly available. It's
5 completely transparent. So folks
6 can go onto the L&I website or even
7 the city's website, Atlasphilly.gov,
8 and plug in the address and see the
9 violations that have been written.
10 They can sort of follow along.

11 I think it's probably
12 helpful to spend some time on the
13 unfounded because that's where the
14 anx is. Complaints can be unfounded
15 for a lot of reasons. The common
16 one is an inspector goes out and
17 whatever that thing is, is not in
18 violation of the code.

19 A very typical one will be
20 someone says, hey, there's a lot of
21 people living in this house, it must
22 be an illegal rooming house. The
23 inspector goes out and says, no,
24 that's just a big family. That's an

1 unfounded. It could result in a
2 violation, it's a big family, but
3 they don't have a rental license.
4 So that violation is not necessarily
5 tied to that complaint, although the
6 complaint is what initiated the
7 inspection or the investigation.

8 So unfounded and for a
9 sense of scale, I'm sorry I don't
10 have the actual numbers, but about a
11 third of the complaints received are
12 unfounded. For quality of life
13 that's around 20-sum-thousand a
14 year. I'm happy to provide the
15 specific numbers, if you'd like.
16 But that's 20,000 or so complaints a
17 year. So a third of those are
18 unfounded. And as long as I've been
19 with the department, that's been the
20 case.

21 And so we've done a lot of
22 different things in order to try to
23 figure out how to better manage
24 that. But for purposes of this I

1 think the unfounded is where folks
2 say, hey, I can see there's a lot of
3 people living in this house. Why
4 didn't they write a violation or
5 cease it or do some other thing.

6 CHAIRPERSON LANDAU: Thank
7 you for that. And we would love
8 that data, that would be very
9 helpful for us.

10 Do you -- to both of you,
11 do you use the notes function in 311
12 to put in a short description of the
13 final resolution of the case?

14 MR. DIPIETRO: Well, I can
15 -- no, all the work we do -- in
16 fact, there's a subtlety here that's
17 important. All the work we do with
18 respect to the complaint we get from
19 311 is done on what's called the
20 case file.

21 So if you'll remember the
22 four stages I sort of layed out,
23 review, assigned, perform
24 investigation. At that perform

1 investigation the inspectors
2 determine, yup, this is an L&I
3 complaint, yes, this is something
4 that I would handle individually.
5 Let me go out there, they create a
6 case file. That case file can
7 result in no violations found or
8 actual notices of violation.

9 So all the work from that
10 point forward is done in our case
11 file in our system eCLIPSE. And at
12 some certain points, certain
13 benchmarks it's transferred over to
14 311. And I would be lying if I told
15 you what it looks like on their end.
16 I haven't seen that in many, many
17 years. But it's transfer over to
18 say, hey, we issued a notice of
19 violation or there's been a cease
20 operation or something like that.
21 So we don't really input anything
22 directly into 311. It's done
23 through an interface between eCLIPSE
24 and Sales Force.

1 MR. MONTANEZ: Streets
2 Department uses City Works to track
3 all their work orders and there's an
4 interface between City Works and
5 Sales Force.

6 COUNCILMEMBER HARRITY:
7 What was that again? City Works?

8 MR. MONTANEZ: City works
9 is our internal database on how we
10 track our stuff.

11 CHAIRPERSON LANDAU: Does
12 anyone from either of your offices
13 ever meet with 311 even an annual
14 basis?

15 COUNCILMEMBER HARRITY: We
16 have monthly meetings with 311.

17 MR. DIPIETRO: We do as
18 well.

19 CHAIRPERSON LANDAU: All
20 right. The Chair recognizes
21 Councilmember Driscoll.

22 COUNCILMEMBER DRISCOLL:
23 Ralph, it's good to see you
24 again. I've work with Mr. Montanez

1 more than I get to interact with you
2 now. I guess, maybe both can answer
3 this separately. What's the volume
4 on say an annual basis of
5 complaints? Tickets that come in to
6 L&I, what's the volume that comes in
7 to the Streets Department?

8 MR. MONTANEZ: What's the
9 annual intake?

10 COUNCILMEMBER DRISCOLL:

11 Like how many actual issues
12 are you working on per year on
13 average?

14 MR. MONTANEZ: I would have
15 you to look that up. I mean, we get
16 complaints from streetlights to
17 potholes to plumber stitches to line
18 striping to traffic signals. So
19 each of them are tracked and we have
20 to really add them up as to what we
21 respond. We also respond to 311
22 when it's an issue in the
23 right-a-way, I think it's classified
24 as others. A more specific number I

1 don't have. I would have to go back
2 and run the numbers of the previous
3 year to give you a count.

4 COUNCILMEMBER DRISCOLL: I
5 was just curious. Ralph, do you
6 have an idea?

7 MR. MONTANEZ: I could say
8 last year we were close to 60,000
9 potholes, correct, in the city of
10 Philadelphia, and we're trending
11 that way right now.

12 MR. DIPIETRO: And as I
13 mentioned, I'll provide that data
14 and more specifically for L&I as a
15 whole, and then we can break down
16 between the two. But I'm confident
17 that it's in the 20,000. It's very
18 typically 25, 26,000, it goes up and
19 it is somewhat reciprocal. As the
20 wintertime sets in we see fewer, as
21 Spring shows up, complaints explode.

22 COUNCILMEMBER DRISCOLL:
23 Because your office is
24 getting the 311 notifications,

1 you're getting the council folks
2 notifications to your office. Now
3 you're getting the office of
4 community services -- community
5 engagement, and they're reaching out
6 to you. And then some of it is
7 probably duplicative. So when you
8 open that ticket you can
9 recognize -- let's say all three of
10 us. Say council office calls you,
11 office of community engagement and
12 311, you'll know right away that
13 you're already working on that
14 issue?

15 MR. MONTANEZ: Yeah, we
16 look at the address that got
17 provided. And if it's a similar
18 problem, close enough address, we
19 tend to group them together. But
20 there's always an inspector that
21 goes to verify to make sure it's the
22 same issue. It's not a clerk that
23 groups them together, it's actually
24 the field inspector who groups them

1 together.

2 COUNCILMEMBER DRISCOLL:

3 Okay.

4 MR. DIPIETRO: And we do.

5 We see who the complainant is, if
6 they provide that information. And
7 then the inspector typically
8 assigned to that area will then look
9 at the address as part of their
10 research of the complaint and
11 they'll typically be able to see
12 there's an existing case file.

13 That's why we have that
14 functionality that allows us to put
15 complaints to attach them to
16 existing case file, which is super
17 important. I know we say it, all
18 the time calling 311 is important,
19 but in terms of enforcement for a
20 regulatory agency it's super
21 important because it's very helpful
22 to be able to -- many of these cases
23 become legal challenges.

24 As I said, a third of the

1 cases of complaints are unfounded.
2 When we do issue case files, over a
3 third of those actually of the case
4 files we issue in total go to court.
5 So it's helpful to say, look, this
6 isn't just -- if you think about
7 what L&I does, this is a very common
8 understanding. One of L&I's roles
9 is to address public nuisances,
10 right? If I hate my neighbor,
11 that's a private -- well, that's a
12 lot of things, but that's a private
13 nuisance, right?

14 When we get complaints from
15 15 different people and a council
16 person, that really helps our case
17 that this is an actual public
18 nuisance. It's a lot more than just
19 this is a neighborhood dispute. And
20 to the courts that's important
21 information.

22 COUNCILMEMBER DRISCOLL:

23 And Jocelyn I think said it
24 earlier, that the folks that are

1 callings us, they're our neighbor,
2 our friends, you know, they're
3 citizens. And we're all city
4 employees and we get bunched
5 together that the city is efficient
6 or the city is not efficient.
7 Right? And fairly or unfairly, we
8 get judged on that.

9 And so our intention today
10 wasn't to point fingers to agencies
11 or say we're not getting to things
12 quick enough. We just want to
13 provide the resources that your
14 departments need in communicating
15 with the 311 department as we move
16 into this budget season. We want to
17 make sure that we're prioritizing
18 the city's dollars to make sure that
19 we can help L&I, we can help the
20 Streets Department, when we help 311
21 where we can because the time to
22 have that conversation is the next
23 couple months. So thank you for
24 being here.

1 CHAIRPERSON LANDAU: The
2 Chair recognizes Councilmember Jimmy
3 Harrity.

4 COUNCILMEMBER HARRITY:
5 Thank you, again. Just a
6 question for L&I. I get people
7 calling my office telling me they
8 were kicked out of eCLIPSE. So what
9 would cause somebody to be kicked
10 out of eCLIPSE, so that understand
11 that part.

12 And back then like if they
13 have multiple properties or
14 something like multiple businesses,
15 if they're kicked out of the system
16 they can't do anything with other
17 stuff. Like, say, they have fines
18 on other properties that they're
19 trying to pay, when they're kicked
20 out of the eCLIPSE system they can't
21 even get to their other properties.
22 Can you explain how that works?

23 MR. DIPIETRO: Sure. So
24 there's a couple reasons, some are

1 technical reasons. You set up an
2 account, you forget your password.
3 Those sort of things. Typically
4 when folks -- at least in my
5 experience when folks get a stop at
6 L&I at eCLIPSE, it's likely because
7 it's a tax issue. In fact, the
8 overwhelming majority of the time
9 that's what it is.

10 The system was designed, if
11 you remember for those
12 councilmembers that have been here
13 for a bit. If you remember back in
14 the day it used to drive everyone
15 nuts, that we would be issuing
16 permits to somebody that is insanely
17 tax delinquent. It's a tough
18 explanation to make. So eCLIPSE was
19 designed to sort of catch those
20 things.

21 And one of the things we
22 did is we built into the system is
23 this functionality that allows us to
24 sort of expand. Right? We had to

1 make a decision very early on in the
2 eCLIPSE adoption that we were not
3 going to let perfect be the enemy of
4 the good. Right? And that sounds
5 defeatist in some ways, but it's
6 necessary because a lot of the IT
7 projects derail because they try to
8 design the perfect system and in
9 reality they drive themselves into
10 just static and circular logic. So
11 eCLIPSE is designed to check these
12 kinds of things and very often
13 that's what happens.

14 In fact, I can tell you the
15 first year that we implemented
16 eCLIPSE, just the licensing alone,
17 at last count it was about
18 \$5-million of back taxes brought in
19 just licensing. So you can imagine
20 what it is with permitting.

21 So most of the time it's a
22 tax or revenue issue. Super
23 complicated. You know you have to
24 contact the Revenue department. 311

1 has been very helpful in that in
2 being able to give folks, hey,
3 here's how you get a new password.
4 If you lost your password or forgot
5 it, whatever it may be. But revenue
6 is the most common one in my
7 experience.

8 COUNCILMEMBER HARRITY:

9 Thank you.

10 MR. DIPIETRO: You're
11 welcome.

12 CHAIRPERSON LANDAU: I
13 wanted to go back to, you said you
14 each meet with 311 once a month.
15 What do you discuss in those
16 meetings?

17 MR. DIPIETRO: Well, I
18 believe our meetings are actually
19 quarterly. But so there are a
20 couple of different things. One of
21 them is there's always a time to
22 talk about, hey, these are the
23 things we're seeing. And I think
24 someone asked the question about how

1 do we use 311 data in operating the
2 department? We use it a lot. We
3 use it -- and it might surprise 311
4 how often do we look at that data
5 and say do we have enough personnel,
6 do we need to do something in terms
7 of a program inspection. We use
8 that data quite often.

9 And so we'll talk about
10 some of the things, like the trends
11 that are emerging. Because 311 sort
12 of operates the front door, they got
13 a real good idea of what's going on
14 in various communities. So that's
15 the first thing.

16 The other thing that
17 they'll talk about are like
18 technical challenges. You know,
19 where to fund information, talk
20 about building the knowledge base.
21 There's usually a section where
22 they'll put in -- the result of this
23 is sort of a report that we look at
24 after the meeting is concluded, and

1 there will be a section where
2 they'll say, hey, here's some sort
3 of random comments we've gotten from
4 the public about the performance,
5 what happened, like what L&I did.
6 Usually they're negative, but
7 surprising it's not that the city
8 agencies didn't perform, it's that
9 they didn't get the right
10 information.

11 Now, that's not 311's
12 fault, some of that is L&I's fault.
13 But it's also very difficult to
14 explain very complex processes in a
15 short text box. So we're looking at
16 a couple different things to sort of
17 abate that.

18 But those quarterly
19 meetings take that same format, that
20 a document is produced that's sent
21 out and we use that for
22 decision-making. Is there something
23 going on here that we need to be
24 considering? Do we have the right

1 people in the room? Because like
2 for a department like L&I it's very
3 diverse, right? On one side you
4 have the construction and planning
5 view, a whole separate set of
6 problems. On the other side you
7 have the quality of life stuff. The
8 complaints, rental property stuff,
9 things like that. So sometimes you
10 need to get different people in the
11 room to brainstorm or figure out
12 what this means or what's happening.

13 So it's an ongoing
14 conversation and it's valuable to us
15 both as a department and
16 individually, so that we can get a
17 better understanding of what the
18 public perception is and public
19 concerns are.

20 CHAIRPERSON LANDAU:

21 Commissioner Montanez?

22 MR. MONTANEZ: Yeah, we use
23 it for the same thing, Ralph. We
24 tend to look at trends. We do know

1 the upticks of pothole season, block
2 party permits, things. We use our
3 monthly meetings just to compare
4 this month to last month to last
5 year, just to see where we stand.
6 What's trending up, what's trending
7 down.

8 An interesting one was when
9 we were having issues getting
10 material for our streetlights, that
11 we saw an uptick of streetlights
12 that we had over 10,000 streetlights
13 out in the city of Philadelphia.
14 That was a monthly discussion with
15 311 and what we were trying to do is
16 obviously reduce the 311 calls.
17 Although we have 10,000 lights out,
18 I think 311 saw over 20,000 calls
19 come in for streetlights being out.

20 So we do tend to take a
21 look at that. And like Commissioner
22 Ralph said, it also shows where we
23 need manpower or where we need
24 additional help to meet our service

1 level.

2 CHAIRPERSON LANDAU: Thank
3 you. Any questions? Thank you so
4 much. Can we have Director Jones
5 back up then? Thank you.

6 Thank you so much for
7 coming back up, Director Jones. Can
8 you please state your name for the
9 record, again?

10 MS. JONES: Jocelyn Jones,
11 executive director of 311.

12 CHAIRPERSON LANDAU: Thank
13 you.

14 I wanted to talk a little
15 bit more about -- let's go back to
16 the questioning that we heard with
17 the departments. You have these
18 meetings with them. Who do you
19 report -- do you have monthly
20 meetings with somebody in the
21 administration? Who do you report
22 to and who do you bring your
23 findings to?

24 MS. JONES: We all are in

1 these monthly meetings. I believe
2 on both sides, it's mostly the
3 management teams of the various
4 departments. And so there isn't one
5 person that I meet with personally.
6 I'm in those meetings, listening or
7 interjecting from a 311 perspective.

8 I also have someone who
9 facilitates these meetings who is
10 very, very good at what he does, and
11 that is our knowledge based
12 administrator who knows what these
13 articles talk about. And he's also
14 the one who's putting decks, because
15 we literally do a deck every month,
16 and send it out, and then ask for
17 agenda items or tell -- let the
18 departments know this is what we're
19 going to be talking about. So short
20 answer, no, not directly with one
21 person.

22 CHAIRPERSON LANDAU: Do you
23 meet with the Mayor's office?

24 MS. JONES: No, I do not.

1 Not as of now.

2 CHAIRPERSON LANDAU: Who do
3 you report --

4 MR. POWERS: I'm sorry,
5 Aubrey Powers, deputy managing
6 director for managing director's
7 office. Jocelyn and the team and
8 our servicing departments as well
9 have been working with our Philly
10 Stat 360 team out of the Mayor's
11 office that has been examining these
12 issues to see just how we can
13 improve our ticket closure.

14 MS. JONES: I'm sorry, I
15 misunderstood the question. Okay.
16 I'm sorry.

17 CHAIRPERSON LANDAU: And
18 before Philly Stat 360 was coming
19 into place, who did you report to
20 before Philly Stat 360?

21 MS. JONES: The managing
22 director's office and directly in to
23 Tumar and Orlando Rendon was for me
24 orby for me.

1 CHAIRPERSON LANDAU: I
2 realize now I was asking the wrong
3 trajectory up to answer the
4 question. Okay.

5 I'm really looking for
6 who's overseeing 311, which is our
7 call center for the city of
8 Philadelphia. It's so important
9 that we launch this entity where
10 anybody can call in and their
11 problem can be sent to the right
12 department or agency to handle it.
13 There's -- it should, you know,
14 resolved and a message coming back
15 to them. And I was curious how you
16 were reporting that information up,
17 who was overseeing your work?

18 MR. POWERS: Oh, great.
19 Well, thank you. In terms of chain
20 and command, I, myself, meet
21 regularly with Jocelyn. So where
22 issues need to be escalated, I can
23 escalate those myself or directly
24 from the managing director's office

1 or with the managing director
2 himself. So that's basically how
3 that chain of command operates or
4 works.

5 CHAIRPERSON LANDAU: That's
6 very helpful. Thank you.

7 I wanted to get back to the
8 app again, because I think we do
9 have a generational difference
10 between who's using the app and
11 who's making the calls. I wanted to
12 know does your -- how does that work
13 on your staff end? If we can drill
14 down a little bit for the requests
15 coming through the app versus the
16 phone, and how they are also getting
17 sent out to departments or agencies?

18 MS. JONES: The phone, you
19 know, you're calling, you're telling
20 us what you want. The app, the
21 citizen has to go through and fill
22 out the different fields that are on
23 the app.

24 So one of the things for

1 us, Christina will probably love
2 that I say this to you, the app does
3 not allow us to do everything you
4 can do on the phone. So you have to
5 do other and then kind of describe.
6 So that app, once you do it through
7 the app, then it comes into our
8 system, and then an agent works it.

9 We have agents who that's
10 all -- and in our hierarchy, those
11 are agents who are more skilled,
12 they've been with 311 longer, they
13 know the system. So those agents
14 will actually work those cases and
15 make sure that they go to the
16 correct department. Which our goal
17 is to make sure that we are no more
18 than 24 hours behind. So like
19 today, we are today's date of
20 working these cases.

21 Sorry, I don't know exactly
22 how many we have, but I know
23 yesterday when we walked in we had
24 maybe about 600 that were

1 yesterday's date. And we measure
2 this by the date and the actual
3 hours from the oldest case that
4 we're working.

5 Once that case is put in it
6 generates an email that goes out, as
7 long as the customer has provided
8 was contact information. And it
9 will go -- it will go out to that
10 person and email telling them what
11 your service request number is and
12 exactly what we did.

13 Now, say, a case comes in
14 and the agent is looking at it and
15 saying I'm not quite sure what this
16 person is saying. If we have a
17 phone number, we will call or we
18 will email and say, you know, we got
19 your request here's -- we have
20 questions. And if they do it in
21 email, they'll ask what the question
22 is. If they end up having a call,
23 we prefer to do it via email because
24 we find that people who use that

1 mobile app, that's their computer,
2 that's the technology, this is what
3 younger people are using today, so
4 we know that it's very, very
5 popular. So we try to stay with the
6 same communication channel that you
7 reached out to us with.

8 CHAIRPERSON LANDAU: And so
9 somebody creates the request in the
10 app, includes their email address.
11 And is there -- you'll send an email
12 like you would also for the call as
13 well. You're asking in the call
14 center for people's emails. You'll
15 give them a basic ticket number and
16 an update through the email, right?

17 How does somebody from the
18 app escalate their request?

19 MS. JONES: Chris, do we
20 have a certain -- I need her because
21 I don't want to say the wrong thing.

22 CHAIRPERSON LANDAU: Thank
23 you. Please state your name, for
24 the record.

1 MS. MCDONALD: Christina
2 McDonald. For the app mobile or
3 web, if a customer receives that
4 closed email alert stating that
5 their case was closed and they'll
6 get the last comment that was put on
7 the case. If they reply to that
8 email or if they put a comment on
9 the mobile app, on their ticket,
10 that comment will come back into 311
11 and get routed -- that case is then
12 routed to an agent to review that
13 comment and then respond.

14 CHAIRPERSON LANDAU: Do you
15 ever keep the same agent on the same
16 case?

17 MS. MCDONALD: We do not.
18 Cases are routed based off of
19 availability. So the agent who is
20 available to take that ticket will
21 respond to that case.

22 MS. JONES: And that allows
23 us to make sure the cases are
24 flowing, you know, quickly through

1 the system, so there's no wait or
2 lag time. Because if I put a ticket
3 in and Christina already has four
4 cases waiting in her queue, and then
5 I'm doing an escalation and it's
6 Christina who originally worked on
7 it, she's going to have to wait.
8 That ticket is going to have to wait
9 until she gets through those other
10 four. When I can be sitting there
11 with two, and so I can get to that
12 ticket quicker.

13 CHAIRPERSON LANDAU: Thank
14 you. Do -- what are typical service
15 level requests from departments and
16 agencies? Are they time -- how long
17 the department should take to close
18 an issue, close a case? Is it --
19 maybe just tell me, what is it in
20 general?

21 MS. JONES: Yes, it's
22 usually measured in days and it's
23 how long it should take for that
24 service to be performed from the

1 date and time that we receive it and
2 get it over to them to when it
3 should be closed.

4 CHAIRPERSON LANDAU: A lot
5 of the constituents that call our
6 office and talk to us about 311
7 believe that in order to meet the
8 service level requests, cases are
9 being deemed to closed sooner than
10 the issue is actually resolved. And
11 they believe it's because they are
12 trying to get to the goal of "I did
13 this in three days" versus the
14 resolution it. It might be
15 perception, but that's what a lot of
16 the folks feel.

17 MS. JONES: I think that
18 might be more perception. Because
19 the two largest servicing
20 departments that we work with are
21 both here, and I can tell you I
22 don't -- I do not believe that
23 they're just closing cases to meet a
24 service level SLA.

1 CHAIRPERSON LANDAU: Thank
2 you.

3 Chair recognizes
4 Councilperson Jimmy Harrity.

5 COUNCILMEMBER HARRITY:
6 Thank you.

7 On that note that leads
8 right in here. I got a case right
9 here with a tracking number from 311
10 with a status of closed. Date
11 requested was October 17th, 2024.
12 It was a maintenance complaint,
13 tires. Said it was closed, but the
14 neighbors say that the tires are
15 still there. I have a number and
16 all.

17 MS. JONES: What's -- what
18 is the number? Service request
19 number, do you have that?

20 COUNCILMEMBER HARRITY:
21 Service request No. 17209725.

22 MS. JONES: I can look it
23 up for you.

24 COUNCILMEMBER HARRITY:

1 Date requested is October 17th,
2 2024. It was a maintenance
3 complaint L&I, License & Inspection.
4 Resolution: Case concluded.

5 MS. JONES: And it was
6 closed when? I'm sorry.

7 COUNCILMEMBER HARRITY: It
8 doesn't have a date of closed, it
9 just has date requested online
10 maintenance. 3500 Wharton Street,
11 19146, maintenance complaint,
12 department License & Inspection.
13 Resolution: Case closed.

14 MS. JONES: We can look it
15 up and I won't be able to tell you
16 today, but I can definitely reach
17 out to your office to tell you what
18 we see.

19 COUNCILMEMBER HARRITY:
20 That's fine. As long as
21 you get what we're getting at
22 because this is what we are dealing
23 with here. You know, for us it's a
24 bigger mistake than just somebody at

1 311 having it. Once we get involved
2 and we tell a person, okay, they did
3 it, and then it wasn't done, it's
4 our credibility. It's our thing.
5 You know what I mean? You told me
6 it was done and I got home from work
7 today and it's -- you know what I'm
8 saying?

9 So just we need to figure
10 out how we make the system better
11 for everybody. This is not -- and,
12 listen, I think you all do a
13 fantastic job. It's just questions
14 because we're getting it. And for
15 me, quite frankly, I'm new so I'm
16 trying to learn, too. So I want to
17 know what the processes are and all
18 that stuff.

19 But for us this is a
20 problem. You know, when something
21 says that it's unfounded and I've
22 been out there and there's trash
23 everywhere. There's a disconnect.
24 When something says it's been

1 closed, it's been done and it hasn't
2 been done, that's an issue for us.
3 So that's all we're trying to get at
4 is how can we, as Mike said, my
5 colleague, Councilman Driscoll. How
6 can we be helpful? What do we do?
7 What do we have to do to improve the
8 system? Does it take more money?
9 Does it -- does it take another
10 system? How do we link all the
11 systems up together so you guys
12 aren't having to do a bunch of
13 different steps, you know what I'm
14 saying, in order to track and keep
15 up.

16 It seems to me right now we
17 have about three system that I've
18 written down for one complaint; you
19 know what I'm saying? So it's kind
20 of -- unless those systems are
21 linked, I get it, it doesn't -- it's
22 not going to show in our system if
23 they completed it in eCLIPSE. You
24 know what I'm saying? So just

1 trying to figure out what we have to
2 do to fix the problem because for us
3 it's about the constituents.

4 MS. JONES: I completely
5 understand and I'm very, very
6 grateful that you guys are even
7 looking into and trying to help us
8 resolve the servicing departments
9 along with 311, how we can make the
10 system better.

11 COUNCILMEMBER HARRITY:

12 Listen, the theory is
13 fantastic, you know what I mean, we
14 just have to make sure it works for
15 our people. You know how it is, you
16 brag about this system that's going
17 to take us into the next level and
18 the people start to call, and the
19 system turns out that it's not quite
20 that system yet. We just need to
21 know what we got to do to get to
22 that system.

23 CHAIRPERSON LANDAU:

24 Director Jones, I would

1 suggest that the example my
2 colleague just gave shows what we've
3 just been saying is that this isn't
4 perception versus reality. You
5 know, this is not -- you know, this
6 is not a perception issue for the
7 folks who are calling you. They're
8 getting notes that say that their
9 issue has been closed and the
10 reality shows that it has not, and
11 that is the important thing.

12 This is a very important
13 piece of the puzzle that we have to
14 fix. The fact that people get
15 notices that the issue has been
16 resolved and when they get there in
17 real life, it has not been resolved.

18 And for us the answer is
19 not call us back -- call 311 back,
20 not the department. Call us back or
21 submit another complaint or write an
22 email again. They want to know that
23 they put their complaint into 311,
24 it was handled by the city of

1 Philadelphia, and that its been
2 resolved, that's all they want. And
3 this is really, really the crux of
4 what we have to fix. Which might
5 include reviewing -- reviewing the
6 data in a different way.

7 Really looking at who's
8 using the app, who's calling and
9 why? Do we have a better success
10 rate when it's through the app? Are
11 people on top of it more often? Are
12 we double counting calls
13 accidentally because it's coming
14 through the call center and people
15 are calling two and three and four
16 times.

17 311 was set up to resolve
18 so many of these issues and to take
19 the calls off of the front line of
20 the departments and agencies. I
21 know that, I was here. I remember
22 when you asked us what are the top
23 ten questions that you get when
24 someone calls your office, and you

1 started building from that. You
2 then started to build the knowledge
3 plex that you had of what are --
4 let's get deeper into the questions
5 people want. What answers do you
6 give? Let's get the easy stuff out
7 of here.

8 But with the harder stuff,
9 the real quality of life things that
10 are affecting Philadelphians every
11 single day, they don't want a note
12 that says closed when it hasn't been
13 resolved. We've got to get deeper
14 into that and look at that in a very
15 different way.

16 MS. JONES: Agreed.

17 CHAIRPERSON LANDAU: Okay.
18 Questions? Okay. Thank you very
19 much. Seeing no more questions --
20 so no additional questions for the
21 meeting.

22 Hearing no further
23 questions for members of this panel
24 and no other panels to testify, we

1 will transition to our public
2 comment session.

3 Ms. Hartman, will you
4 please call the first person if
5 there are any for public comment we
6 have to testify this morning.

7 CHIEF CLERK: Nefertiti
8 Rainer.

9 MS. RAINER: Good morning.
10 Afternoon maybe now.

11 CHAIRPERSON LANDAU: Real
12 quick. Could you please -- thank
13 you so much for being here and could
14 you state your name, for the record,
15 before you speak.

16 MS. RAINER: My name is
17 Nefertiti Rainer and I've been a
18 Philadelphian all my life, my
19 parents, grandparents and
20 everything. I'm trying to come to
21 these meetings more and these
22 hearings and I can kind of be an
23 advocate for my community because it
24 is a disconnect with the workers and

1 you guys, you know.

2 And as somebody -- I'm a
3 young adult and I see what's going
4 on. And basically from my
5 perspective which is reality, our
6 app crashes. The 311 app crashes
7 all the time, it does not work
8 properly. We have a place in the
9 app where we can add images, but
10 like the example showed, it can say
11 that it's resolved and a proper
12 solution wasn't made.

13 And actually in 311's
14 policy, it states that they can say
15 something is resolved even if they
16 didn't find a good solution for us.
17 So when we talk about rectifying the
18 situation, we have to go to the
19 policies. Because if workers --
20 and, you know, this isn't to fault
21 anybody. But if workers don't
22 always have integrity and they don't
23 work as they should and they're
24 just, you know, trying to get this

1 data out and we don't have actual
2 real time data to support these
3 statistics, then it looks like stuff
4 is getting resolved and it's not.

5 I've been having problems
6 on my block for a while. At one
7 point I was like there's no point in
8 calling 311 because it doesn't get
9 resolved and you say it doe, and
10 then I'm submitting another ticket
11 and it's pointless.

12 Also, we need an email
13 address to get back to people for
14 the solutions. But my grandmother
15 is 76-years-old, I don't even think
16 she's ever had an email. And if she
17 has, she doesn't know how to get
18 into it. So that's a problem
19 because now where is that going to?
20 Is the person that it's going to for
21 the email address, if it is me, I'm
22 busy with my own requests. Or she
23 doesn't even know what to say when
24 they ask her that or she doesn't

1 know how to work the app. The app
2 right now only has 2.1 stars out of
3 5. Everybody says the app crashes.

4 So this is a constant
5 problem when the people of the
6 community, their perception -- oh,
7 this is just perception, this is our
8 reality. And to make everything in
9 our communities work better, we have
10 to be able to, you know, communicate
11 these things and have our solutions
12 actually be resolved. Because to
13 hold people accountable you have to
14 actually do work with integrity so
15 that's just my little piece.

16 CHAIRPERSON LANDAU: Thank
17 you so much. A real quick question,
18 would you rather receive a text back
19 or an email back after you use the
20 app?

21 MS. RAINER: I'm trying to
22 thing because I am young, but I also
23 like doing things more formally
24 through email. But I do think a

1 text message comes through quicker.
2 It's me picking up my phone and
3 being on my phone all the time.
4 Most of our working class, they're
5 on our phone, I think a text message
6 is better. Because mostly everybody
7 that's complaining has a phone
8 number so a text message is better.

9 CHAIRPERSON LANDAU: Thank
10 you. I'd like to recognize
11 Councilmember Jimmy Harrity.

12 MS. RAINER: Oh, I'm sorry.
13 I'm so sorry. But one more thing.
14 I think that the app would function
15 better if we could submit requests.
16 Like we can put in a request and put
17 in a picture. I don't know, you
18 guys probably have Amazon. But when
19 they send us a package and they
20 solve our problem with a package, if
21 we have to complain to them and say,
22 hey, my package isn't here, we take
23 a picture and show it back. So I
24 think the app is a two-way thing.

1 It should be them showing a picture
2 that they solved the problem and us
3 putting a picture that we have a
4 problem.

5 COUNCILMEMBER HARRITY:

6 Got it. Okay. My question
7 is real easy. What's the problem on
8 your block and what block is it?

9 MS. RAINER: I live on
10 Broad and Hunting Park. So not just
11 the block, the neighborhood. It's
12 trash everywhere, abandoned cars
13 everywhere, my mom's neighborhood as
14 well. Abandoned cars, cars falling
15 apart. It's just trash, it's
16 filthy, potholes, it's all types of
17 thing.

18 COUNCILMEMBER HARRITY: All
19 right. So we need a cleanup. Got
20 it. Broad and Hunting Park. I'm at
21 G and Allegheny, I'm not far. I go
22 passed there all the time. I'll
23 make sure we put a report in. I see
24 everyone behind you writing you.

1 SPEAKER: I don't mean to
2 make you guys --

3 COUNCILMEMBER HARRITY:
4 Listen, you're here, you
5 might as well try to get done what
6 you need to get done. That's what
7 we are here for. Broad and Hunting
8 Park, cleaning and abandoned autos.

9 MS. RAINER: Yes.

10 COUNCILMEMBER HARRITY:
11 All right. Got it.

12 CHAIRPERSON LANDAU: And
13 thank you so much for the
14 suggestions of how to better the
15 system. Maybe we can do a public
16 call for suggestions for that so we
17 can gather up some of them, but that
18 sounds like a great idea, everything
19 that you've said.

20 MS. RAINER: Okay.

21 CHAIRPERSON LANDAU: Thank
22 you so much.

23 MS. RAINER: Thank you for
24 listening. Thank you.

1 CHAIRPERSON LANDAU:

2 Ms. Hartman, is there
3 anybody else here for public
4 comment?

5 CHIEF CLERK: There are no
6 more speakers on our list.

7 CHAIRPERSON LANDAU: Okay.

8 I would like to thank all
9 of our witnesses for joining us
10 today. And there being no further
11 questions from members of the
12 committee and no other witnesses to
13 testify on resolution 250059, I will
14 ask if there's anyone else present
15 in this hearing whose name we failed
16 to call and that wishes to offer
17 testimony on the resolution being
18 considered today?

19 Hearing none, I want to
20 thank the panels and witnesses for
21 their participation today, we value
22 your opinions. Do any members of
23 the committee have closing remarks?
24 Nope.

1 Thank you so much. This
2 concludes the public hearing of the
3 committee of technology and
4 information systems. This committee
5 will stand in recess until the call
6 of the Chair. Thank you all very
7 much.

8 (Proceedings concluded.)

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C E R T I F I C A T I O N

I hereby certify that the proceedings and evidence are contained fully and accurately in the notes taken by me of the above case, and this copy is a correct transcript of the same.

Samanda J. Rios

Samanda J. Rios
Court Reporter
Notary Public of PA & DE

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