



## Eryn Santamoor for Philadelphia City Council At-Large City Services Action Plan

City government's primary purpose is to provide services to people and businesses that excite, inspire, and satisfy basic needs like safety and cleanliness. Effectively prioritizing \$12B (approximately \$5B in General Fund, \$3B in Capital, and \$4B in other funds such as Grants, Water, and Aviation) in annual spending and orchestrating approximately 28,000 employees to deliver services harmoniously is only possible with an intentional vision for the city and a performance management program that tells you whether you're getting closer to your vision. There's a saying that "you can't manage what you don't measure," and in city government this type of mentality is key to solving problems and building trust with our taxpayers, residents, and families. To that end, city government should enhance Philly311 and City Council should create a performance program that serves as a consistent and transparent tool to help guide policy and budgetary decisions. City Council must provide more vigorous oversight of our services by asserting itself as a "board of supervisors" - using data to inform priorities and shape resource allocation. The cost of inefficient and mismanaged city services is too high and holding us back.

### **ACTION PLAN**

- Create a City Council-overseen performance program for all major city services - a valuable oversight tool to set standards and expectations across departments, share data and information with the public, and work together to achieve our common goals and vision, including the equitable deployment of resources and services throughout the city.
- Expand Philly311's reach by leveraging "smart city" technologies to monitor operations in real time, analyze customer satisfaction and sentiment, and synthesize with other city data to better identify areas of success and opportunities for improvement.
- Modernize trash collection by making strategic investments in automated, semi-automated, and containerized trash collection both above ground and underground where possible. Through various enhancements to our trash collection system, we can free up well-trained employees to work in our communities, combating illegal dumping and assisting in future street sweeping programs in our neighborhoods.
- Review the quality and frequency of our street paving program to reduce potholes and hazardous road conditions for drivers, bikers, and pedestrians. Philadelphia must use more sustainable and durable materials and remain focused on the highest standards for our street paving program.
- Work with the Mayor to develop a "productivity bank" that continuously tracks savings found from operational and financial management improvements so city government can accurately and transparently show progress being made to save money. This allows city government to build trust and confidence in our ability to effectively and efficiently manage our public resources.

**Paid for by Friends of Eryn Santamoor**  
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