



## OFFICE OF THE CITY CONTROLLER CITY OF PHILADELPHIA

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# **PRESS RELEASE**

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### **City Controller Issues Results of Citywide Services Survey**

PHILADELPHIA – City Controller Christy Brady today issued the results of the “Have Your Say” citywide survey to better understand how residents perceive municipal services and quality of life across the city.

A total of 551 respondents participated, representing all regions of the city, a range of income levels, and diverse demographic groups. When asked how residents ranked the city’s major departments, the majority of respondents were most satisfied with the Fire Department, earning a score of 4.3 out of 5. The Department of Licenses and Inspections received the lowest rating with a score of 2.7.

The survey also found that geographic location strongly influenced satisfaction levels. Residents in zip codes 19143 (Southwest) and 19115 (Northeast) expressed high satisfaction ratings with general services and neighborhood safety. Residents living in 19151 (Overbrook) and 19102 (Center City) reported lower satisfaction in the same categories.

“Feedback from this survey is intended to help city leaders understand respondents’ experiences, assess departmental performance, and identify pressing community priorities,” Brady said.

The survey covered several topics including public safety, street cleanliness, education and transportation. It also allowed respondents to address tax policies, housing affordability and infrastructure.

The survey was open from February 19 through May 30, 2025. It was promoted through multiple channels to reach residents across Philadelphia’s diverse communities. Responses were collected at 94 community events, as well as through digital platforms such as social media, email outreach and the City Controller’s website. Surveys were available in multiple languages, and community partners were encouraged to share the survey with underrepresented groups.

“We view these results as an important tool for transparency and accountability,” said Brady. “The feedback will be shared with city departments, elected officials, and the public to help guide data-driven decisions and ensure that resident voices are at the center of city policy and performance.”

The full survey report can be viewed at [controller.phila.gov](https://controller.phila.gov)

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