



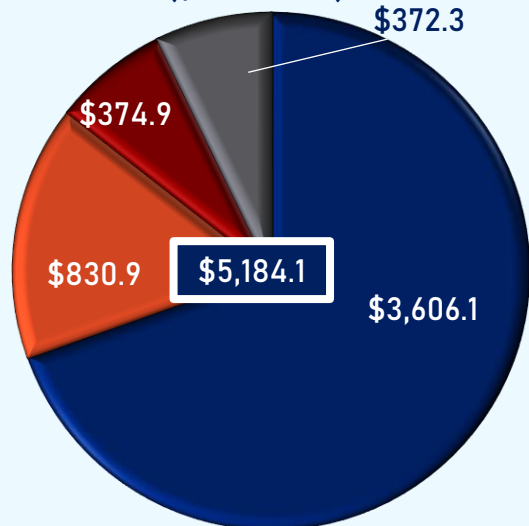
PENNSYLVANIA INTERGOVERNMENTAL COOPERATION AUTHORITY
Staff Report on the City of Philadelphia's
Quarterly City Managers Report
For the Period Ending December 31, 2021



Executive Summary

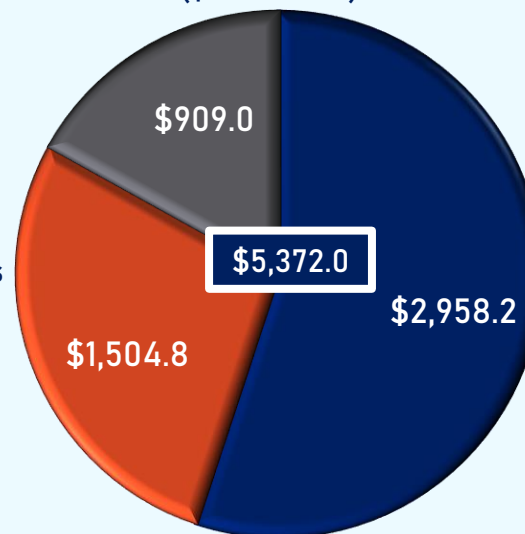
Projected Revenues in Second Quarter
(\$ in Millions)

- Taxes
- From Other Govt's
- Locally Generated Non-Tax
- From Other Funds



Projected Obligations in Second Quarter
(\$ in Millions)

- Agency Function
- Employee Benefits
- Other Categories



Second Quarter Projections



Projected Fund Balance: \$133.7 million, is \$200,000 lower than the REVISED Five Year Plan approved in November 2021, and is below City's Target (6-8%)



Projected Revenues: \$5.184 billion, is \$104.3 million higher than the REVISED Five Year Plan



Projected Obligations: \$5.372 billion, is \$24.0 million higher than the REVISED Five Year Plan



Overtime

FY2022 preliminary overtime costs through Q2 were \$98.0 million, \$7.2 million, or 6.8% less than last year and \$15.1 million, or 13.4% less than in FY2020



Police

Homicides decreased by 7 through Q2 compared to last year, while shooting victims decreased by 323, or 23.4%; The Homicide Clearance Rate improved by 4.0 percentage points



Fire

Fire Deaths through Q2 decreased by 1 compared to last year and 4 compared to FY2020; Structure fires have decreased by 46 since last year and 439 since FY2020



Licenses & Inspections

Permits Issued through Q2 decreased by 61 permits compared to last year; The number of imminently dangerous properties increased by 302 since FY2020

FY2022 SECOND QUARTER: FINANCIALS





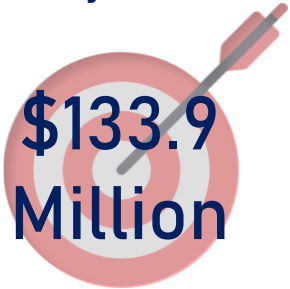
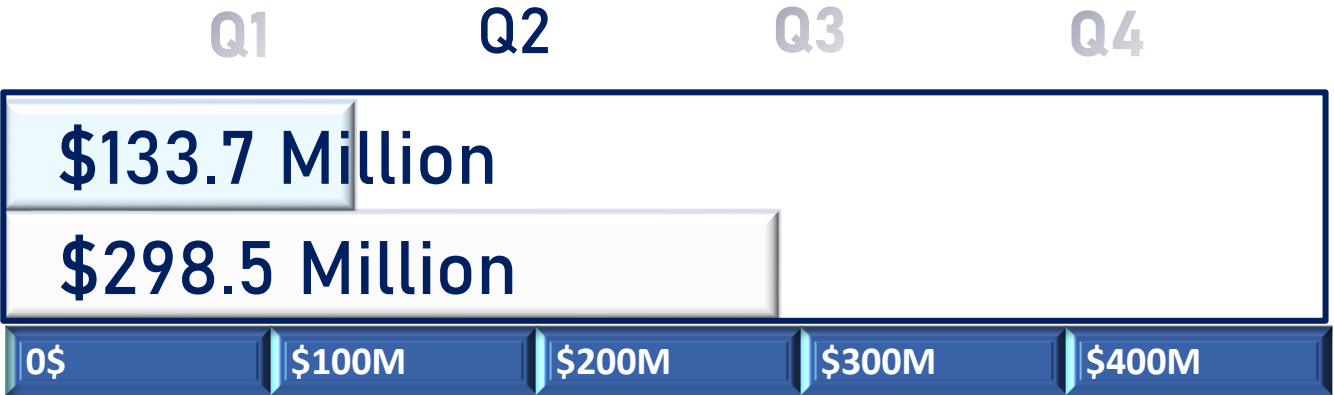
The Numbers

FY2022
REVISED
Five Year Plan
Projection

Fund
Balance



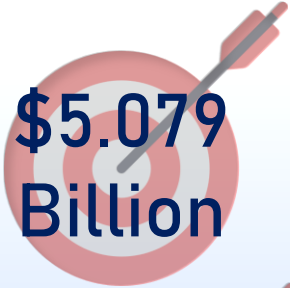
FY22
Projected
FY21
Actual



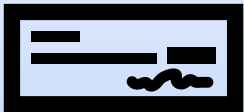
Revenues



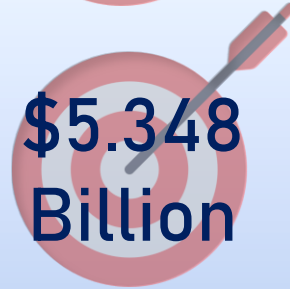
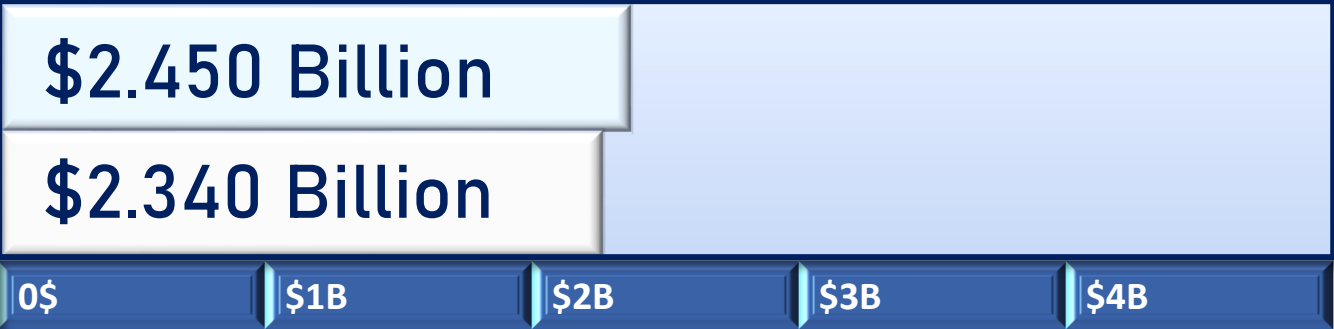
FY22
Actual
FY21
Actual



Obligations



FY22
Actual
FY21
Actual

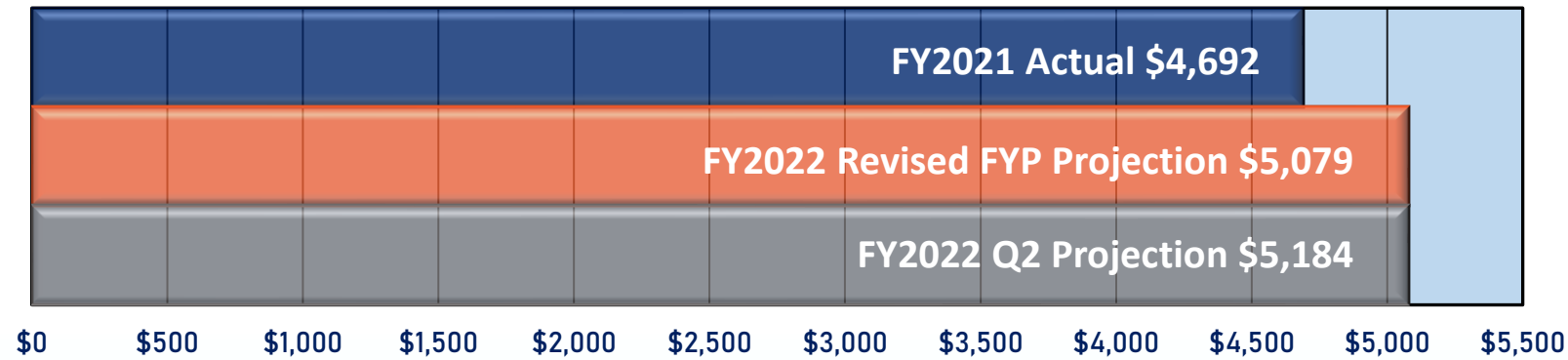





Projected Revenues & Obligations

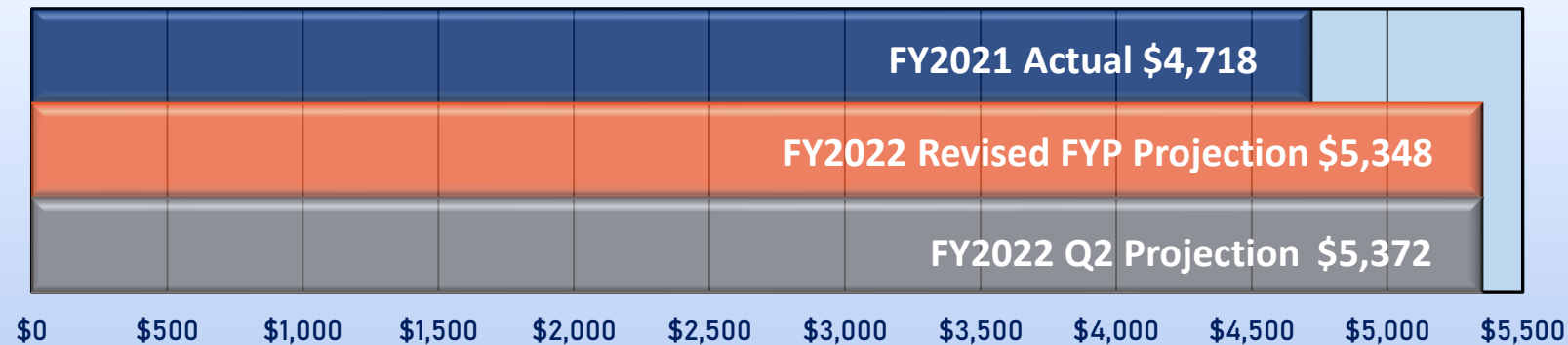
The FY2022-FY2026 Five Year Plan which was approved by the Board in July, was Revised due to recent labor agreements. As a result, the Second Quarter QCMR projections are compared to the REVISED Five Year Plan.


FY2022 Projected Revenues
(\$ in Millions)



 **Revenue.** The current net revenue projection for FY2022 is \$5.184 billion, an increase of \$104.3 million above the REVISED Five Year Plan. Primarily due to increased Sales and Parking Taxes.

FY2022 Projected Obligations
(\$ in Millions)



 **Obligations.** FY2022 General Fund obligations are projected at \$5.372 billion, an increase of \$24.0 million above the REVISED Five Year Plan. Primarily due to increased Employee Healthcare, Police and Fire costs.



General Fund Summary



Revenues are projected to increase by \$104.3 million above the REVISED Five Year Plan



Obligations are projected to increase by \$24.0 million from the REVISED Five Year Plan



Fund Balance is projected to decrease by \$200,000 from the REVISED Five Year Plan




! **Fund Balance.** FY2021 Fund Balance is \$298.5 million, an increase of almost \$220 million over previous projections.

FY2022 General Fund Summary (\$ in Millions)			
Category	FY2022-26 REVISED Five Year Plan	Projection in Second Quarter FY2022	Change From REVISED Five-Year Plan to Second Quarter FY2022 Projection
Revenues	\$5,079.8	\$5,184.1	\$104.3
Obligations	5,348.0	5,372.0	24.0
Fund Balance	\$133.9	\$133.7	\$0.2

✓ **Fast Fact:**
The Projected Fund Balance of \$133.7 million, which is about a week of spending, represents less than 2.5% of total obligations, and is far less than the City's internal goal (6-8%), and the GFOA's recommended 17%



Projected Revenues

-  Tax collections are projected to increase by \$97.8 million from the REVISED Five Year Plan, primarily due to increased Sales (\$30.9 million), Parking (\$30.0 million), Wage & Earnings (\$17.7 million), and Real Estate Transfer Tax (\$13.5 million).
-  Revenue from Other Governments is projected to decrease by \$50 million from the REVISED Five Year Plan, primarily due to CARES Act reimbursement (for costs related to the City's pandemic response) being booked under Revenue from Other Funds.
-  Revenue from Other Funds are projected to increase by \$51.3 million from the REVISED Five Year Plan, primarily due to the CARES Act funds from above.

FY2022 General Fund Revenues (\$ in Millions)			
Category	FY2022-26 REVISED Five Year Plan	Projection in Second Quarter FY2022	Change From REVISED Five-Year Plan to Second Quarter FY2022 Projection
Taxes	\$3,508.3	\$3,606.1	\$97.8
Locally Generated Non-Tax	374.2	374.8	0.6
Revenue from Other Governments	876.4	830.8	(45.4)
Revenue from Other Funds	320.9	372.3	51.3
Total	\$5,079.8	\$5,184.1	\$104.3



Projected Tax Revenues by Type



Wage & Earnings is projected to increase by \$17.7 million, the Sales Tax is projected to increase by \$30.9 million, the Real Estate Transfer Tax is projected to increase by \$13.5 million, and the Parking Tax is projected to increase by \$30.0 million from the REVISED Five Year Plan.

Fast Fact: Wage and Earnings refunds can be requested three years from corresponding tax year

FY2022 General Fund Tax Revenues by Type (\$ in Millions)			
Category	FY2022-26 REVISED Five Year Plan	Projection in Second Quarter FY2022	Change From REVISED Five-Year Plan to Second Quarter FY2022 Projection
Wage & Earnings	\$1,502.2	\$1,519.9	\$17.7
Real Estate	725.2	726.7	1.4
Business Income & Receipts	545.2	545.2	-
Sales	237.5	268.4	30.9
Real Estate Transfer	299.5	312.9	13.5
Net Profits	38.1	34.5	(3.5)
Parking	58.3	88.3	30.0
Amusement	16.7	21.8	5.1
Beverage	74.4	76.9	2.5
Other	11.1	11.3	0.2
Total	\$3,508.3	\$3,606.1	\$97.8

! *Wage & Earnings Tax*
The projection was increased since wage tax refund requests came in slightly lower than anticipated. However, the City anticipates that 15% of nonresident wage tax base may be lost permanently.



Projected Obligations by Class

↑ Wages are projected to increase by \$80.3 million, while Employee Benefits are projected to increase by \$53.3 million from the REVISED Five Year Plan, primarily due to the recent labor agreements and arbitration awards.

↓ Advances & Miscellaneous decreased by \$112.0 million from the REVISED Five Year Plan, due to the decrease in the labor reserve.

Employee Benefits Include:

- ✓ Pensions
- ✓ Health and Medical
- ✓ Employee Disability (Workers' Compensation)
- ✓ Social Security (FICA)
- ✓ Unemployment Compensation
- ✓ Group Life
- ✓ Group Legal
- ✓ Tool Allowance
- ✓ Flex Cash Payments

FY2022 General Fund Obligations by Class (\$ in Millions)			
Obligation Class	FY2022-26 REVISED Five Year Plan	Projection in Second Quarter FY2022	Change From REVISED Five-Year Plan to Second Quarter FY2022 Projection
Wages	\$1,879.8	\$1,960.1	\$80.3
Employee Benefits	1,451.4	1,504.7	53.3
Purchase of Services	1,102.9	1,103.3	0.4
Materials, Supplies & Equipment	123.1	122.8	(0.3)
Contributions & Indemnities	389.0	391.2	2.2
Debt Service	192.7	192.7	-
Payments to Other Funds	47.8	47.8	-
Advances & Miscellaneous	161.2	49.3	(112.0)
Total	\$5,348.0	\$5,372.0	\$24.0



Projected Obligations – by Department/Uses

↑ Employee Benefits is projected to increase by \$53.4 million, primarily due to increased healthcare costs. Police, Fire, and Streets will increase by \$34.7 million, \$14.6 million, and \$7.6 million, respectively, primarily due to recent arbitration awards and labor agreements.

FY2022 General Fund Obligations by Department (\$ in Millions)			
Department	FY2022-26 REVISED Five Year Plan	Projection in Second Quarter FY2022	Change From REVISED Five-Year Plan to Second Quarter FY2022 Projection
Finance – Employee Benefits	\$1,451.4	\$1,504.8	\$53.4
Police	723.3	758.0	34.7
Fire	358.5	373.1	14.6
Sinking Fund (Debt Service)	297.2	297.2	-
School District Contribution	256.0	256.0	-
Prisons	250.3	251.4	1.1
Human Services	179.8	181.2	1.4
Public Health	163.0	165.7	2.7
Streets	169.3	176.9	7.6
First Judicial District	117.2	118.8	1.6
Sub-Total	3,966.0	4,083.3	117.2
Other Department/Uses	1,382.0	1,288.7	(93.2)
Total	\$5,348.0	\$5,372.0	\$24.0

Projected Obligations:
Total Obligations is projected to increase by \$24.0 million over the REVISED Five Year Plan. The increase is primarily due to increased Employee Healthcare costs, additional labor costs from the recent arbitration awards (Police & Fire). These increases were offset by the provision for future labor costs.



Projected Obligations by Function

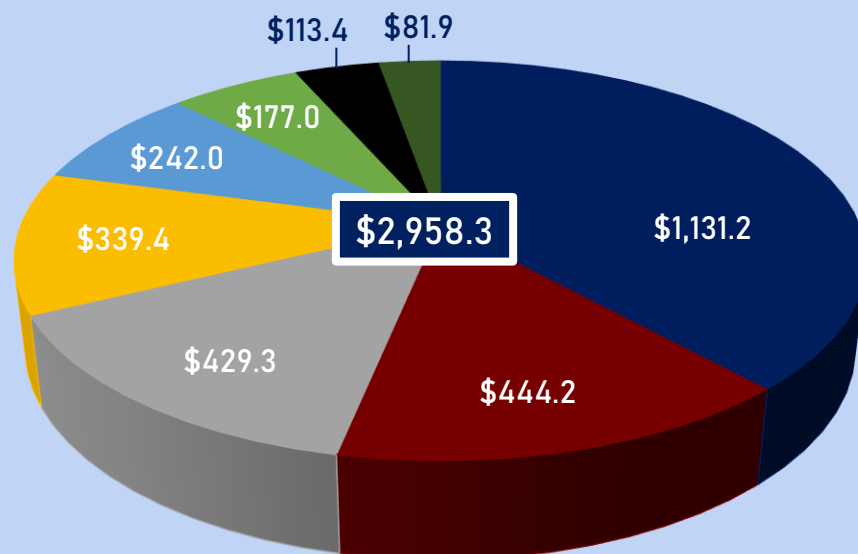
- ✓ Public Safety Accounts for 36% of Agency Obligations
- ✓ Judicial and Corrections accounts for 15% of Agency Obligations
- ✓ Health and Human Services accounts for 14% of Agency Obligations

Category Examples:

- ✓ Public Safety: Police, Fire
- ✓ Judicial & Corrections: First Judicial District, Prisons, District Attorney, Sheriff
- ✓ Health & Human Services: DHS, Homeless Services, Public Health, Behavioral Health/Intellectual disAbility Services
- ✓ Governance & Administration: Mayor, Managing Director, Finance, City Council, Labor Relations, Property Assessment
- ✓ Central Services: Public Property, Innovation and Technology, 911, Fleet Management
- ✓ Transportation & Sanitation: Streets Department
- ✓ Art, Culture, & Recreation: Free Library, Parks & Rec, Mural Arts
- ✓ Regulation & Economic Development: Commerce, L&I, Planning & Development, Sustainability

Projected Departmental Obligations in Second Quarter
(\$ in Millions)

- Public Safety
- Judicial and Corrections
- Health and Human Services
- Governance and Administration
- Central Services
- Transportation and Sanitation
- Arts, Culture, and Recreation
- Regulation and Economic Development



FY2022 SECOND QUARTER: MANAGEMENT

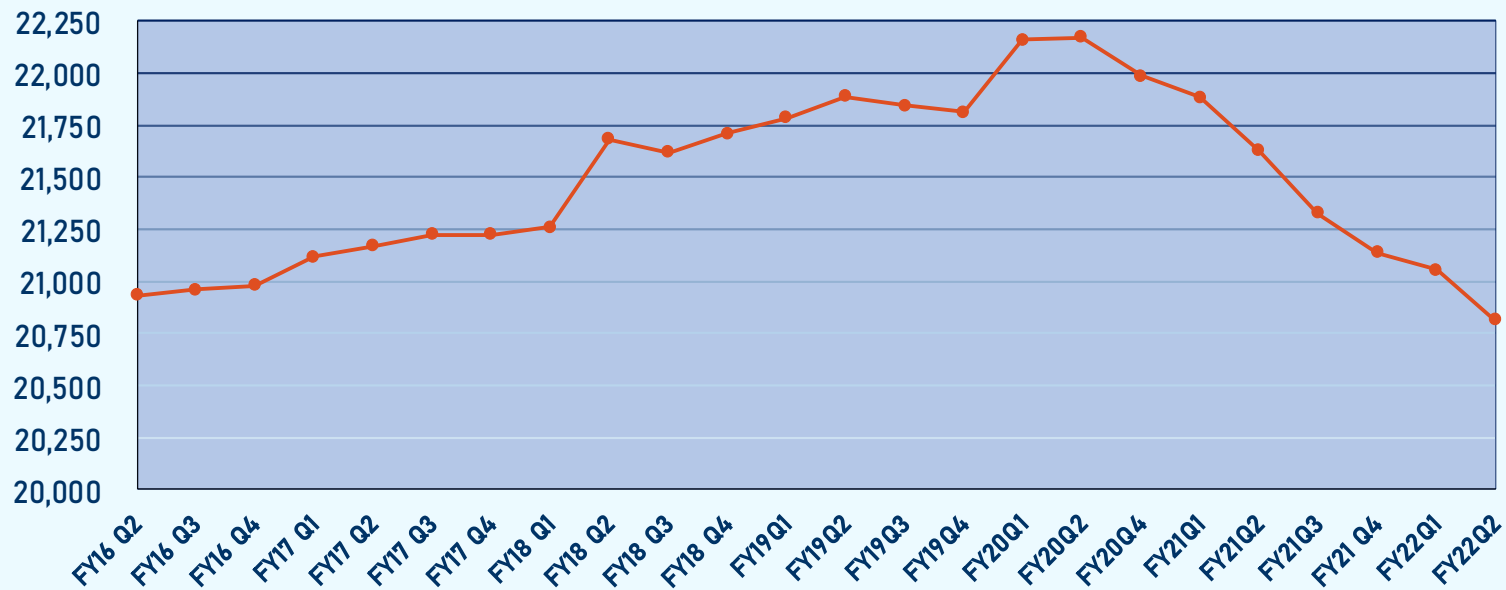


- **STAFFING**
- **OVERTIME**
- **LEAVE USAGE**



Staffing

General Fund Filled Full-Time Positions*
FY2016-FY2022



*DHS employees not included in total

Note: Data not available for FY2020 Q3 due to staffing and reporting issues as a result of the onset of the COVID-19 pandemic

↓ Total staffing through Q2 of FY2022 is 20,813, a decrease of 815 full-time employees, or 3.8% since the second quarter of last year

↓ Overall, staffing has decreased by 286, or 1.4% from pre-Great Recession levels, recorded in the third quarter of FY2009

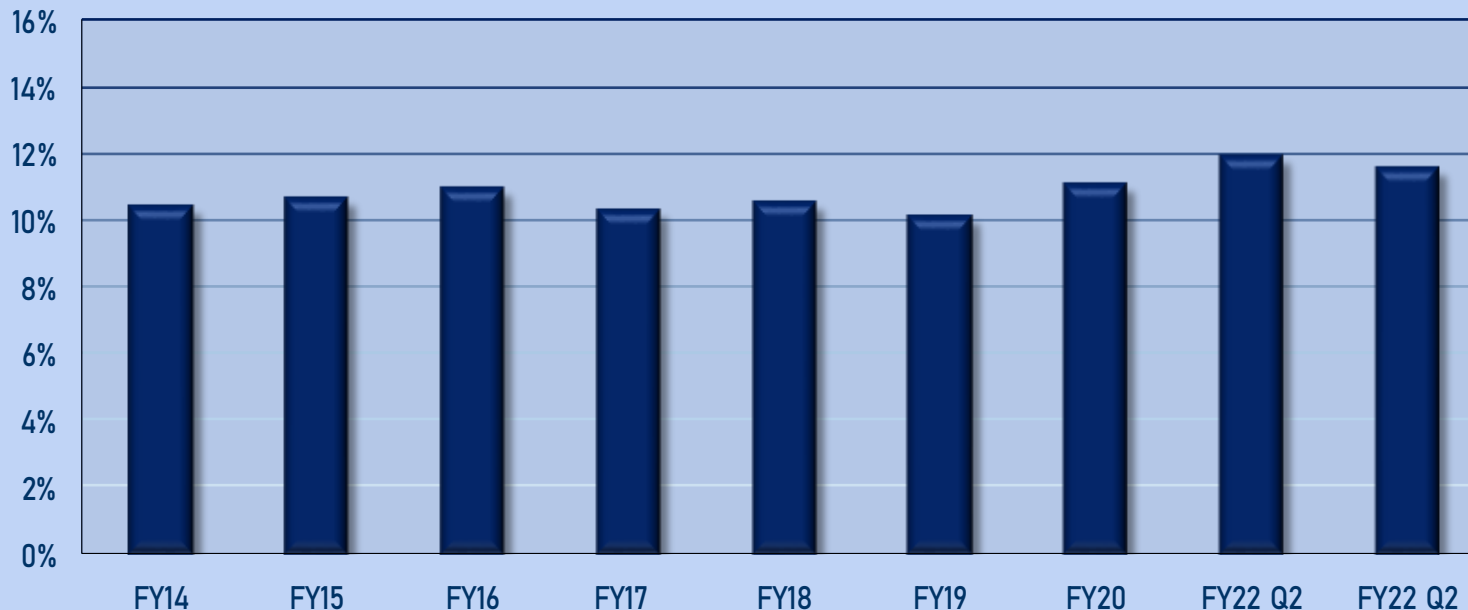
➡ The City's adopted budget for FY2022 approves a total of 24,438 full-time General Fund employees



Overtime

- ↓ FY2022 preliminary overtime costs through Q2 were \$98.0 million, or 11.6% of total wages, 0.4 percentage points lower than last year, as shown below
- ↓ City Departments spent \$7.2 million less on overtime through the second quarter of FY2022 than over the same period last year, a decrease of 6.8%

General Fund Overtime as a Percent of Total Wage Costs FY2014-FY2022



Fast Facts

- ↓ Although favorable, the decrease in overtime through Q2 FY2022 compared to last year must be considered in the context of the COVID-19 pandemic, as City facilities were closed, programming reduced, and special events curtailed for much of the first half of FY2021, resulting in a non-typical overtime costs
- ↓ Overtime costs were \$15.1 million, or 13.4% less than in FY2020, prior to the Pandemic

FY2022 Overtime Watch



Police: \$36.6 million
(6,755 employees)



Fire: \$28.0 million
(2,709 employees)



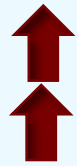
Streets: \$9.3 million
(2,017 employees)



Leave Usage



In the fourth quarter of FY2019, the City implemented the new OnePhilly human resources system; therefore, leave usage data for that quarter is unavailable and is not shown in the below figure. Additionally, OnePhilly captures more categories of leave usage than the prior system (see "Leave Usage Includes" at bottom right), so data preceding the first quarter of FY2020 is not comparable to following quarters



Median leave usage in Q2 FY2022 increased compared to Q2 of last year

Employees of the Prisons Department recorded the highest Q2 leave usage (for the third consecutive quarter); employees of the Register of Wills recorded the lowest Q2 leave usage

Second Quarter Leave Usage



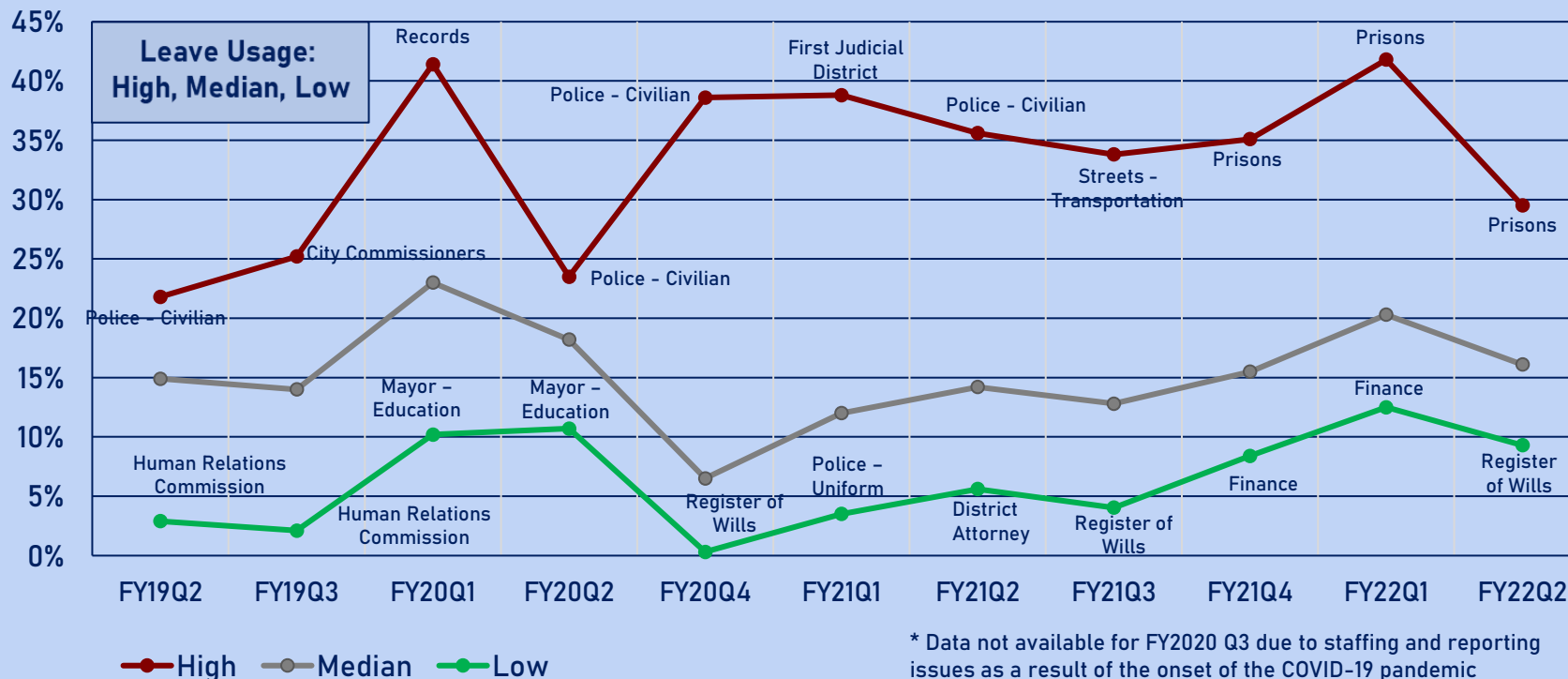
High Leave Usage: **29.5%**
Prisons



Median Leave Usage: 16.1%



Low Leave Usage: **9.3%**
Register of Wills



Leave Usage Includes:

- ✓ Sick
- ✓ Injured-on-Duty
- ✓ Vacation
- ✓ Comp/Holiday Comp Funeral
- ✓ Military
- ✓ Excused
- ✓ AWOL
- ✓ Suspension
- ✓ Administrative/Other
- ✓ Unpaid Family Medical
- ✓ Paid Parental
- ✓ Paid Family Medical Parental
- ✓ Unpaid Military Caretaker
- ✓ Training
- ✓ Union Paid/Unpaid

*Red = Captured under new OnePhilly system



Leave Usage: Public Safety



Data prior to the first quarter of FY2020 is not comparable to following quarters due to the implementation of the new OnePhilly human resources system (see previous page)



Employees of the Prisons Department recorded high leave usage in Q2 for the sixth consecutive quarter



Uniformed employees of the Fire Department recorded the low leave usage in Q2 for the second consecutive quarter

Second Quarter Leave Usage



High Leave Usage:
29.5% Prisons

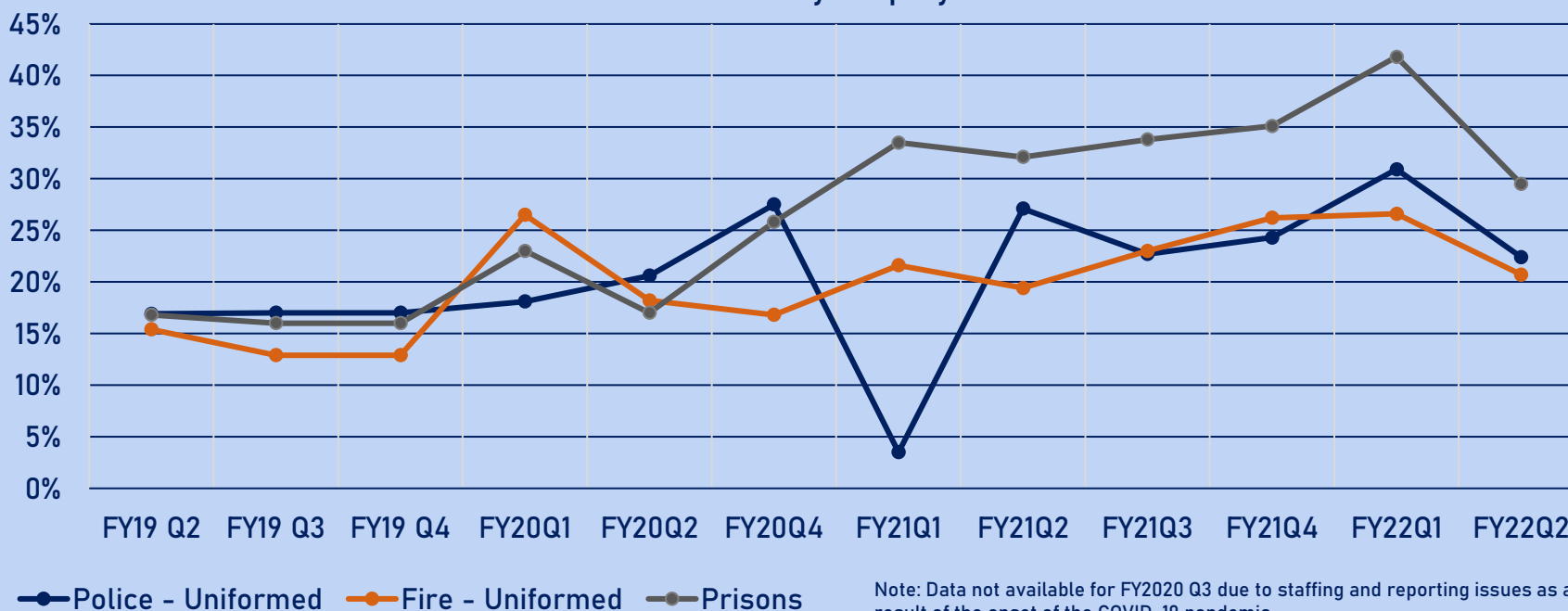


Median Leave Usage:
16.1%



Low Leave Usage:
20.7% Fire - Uniform

Percent of Time Not Available:
Public Safety Employees



✓ Fast Fact:

- ✓ PICA focuses on Leave Usage within Public Safety Departments, because excessive leave usage for Police, Fire, and Prisons has the potential to affect coverage areas for both departments, as well as result in high overtime costs from backfilling shifts.



FY2022 SECOND QUARTER: PERFORMANCE



Police Department

Each District Commander has been tasked to develop and implement quarterly crime plans that are data and intelligence-driven, focused on hot spots where crime and violence are most prevalent





Homicides



Part 1 Violent Crime



Shooting Victims






Homicide Clearance Rate

FY2022 Target	Less Than FY2021	Less Than FY2021	Less Than FY2021	Higher Than 65.0%
FY2022 Through Q2	290	7,736	1,060	40.7%
FY2021 Through Q2	297	8,047	1,383	36.7%
FY2020 Through Q2	192	8,031	791	51.3%

✓ Fast Fact: PPD has created the Non-Fatal Shooting Investigations Group to centralize investigations of all non-fatal shootings in the City.

Trends

-  Homicides decreased by 7 through Q2 compared to last year, while shooting victims decreased by 323, or 23.4%
-  The Q2 Homicide Clearance Rate improved by 4.0 percentage points compared to last year, but decreased by 10.6 points compared to FY2020
-  Part I Violent Crime, has continued the trend of decreasing, by 311 compared to Q2 of last year, or 3.9%



Fire Department



Fire Deaths



Structure Fires



Fire Response Time



EMS Response*

FY2022 Target	Less Than FY2021	Less Than FY2021	Less than 6:39	Better Than 90% within 9 Minutes
FY2022 Through Q2	14	1,572	6:50	37.2%
FY2021 Through Q2	15	1,618	6:41	36.9%
FY2020 Through Q2	18	2,011	6:35	33.7%

Note: All response time-related measures have a margin of error of 10-15% because a first-on-scene time is recorded 85-90% of the time
 *PFD has been working since March 2017 to resolve concerns regarding incomplete data for this measure; data is based on only about 60% of runs due to aged information systems

Trends

- ➡ Fire Deaths through Q2 decreased by 1 compared to last year and 4 compared to FY2020
- ⬇ Structure fires have decreased by 46 since last year and 439 since FY2020
- ⬆ EMS rate of response within 9 minutes increased slightly since last year, and increased by 3.5 percentage points since FY2020



Prisons Department



Inmates in
Educational /
Treatment Programs



Reincarceration
Rate (1 year)



24-Hour
Processing



FY2022 Target	20.0%	38.0%	100%
FY2022 Through Q2	66.7%	24.0%	100%
FY2021 Through Q2	74.9%	33.2%	100%
FY2020 Through Q2	86.3%	39.3%	100%

- ✓ Fast Fact: PDP remains in its Modified Phase of the COVID-19 recovery plan. This phase allows for a small complement of incarcerated individuals to participate in limited educational and treatment programs.

Trends



Inmates in Educational or Treatment Programs through Q2 decreased by 8.2 percentage points compared to last year and 19.6 compared to FY2020; this metric is impacted by PDP's COVID-19 recovery plan



The reincarceration rate decreased by 9.2 percentage points since last year and 15.3 since FY2020



Newly admitted inmates are processed at an average rate of 8-10 hours



Department of Licenses & Inspections

Read L&I's Strategic Plan here:
<https://tinyurl.com/2p92ykvx>



Demolitions



Permits Issued



Nuisance Properties
Inspected Within
20 Days



Imminently Dangerous
Properties



FY2022 Target	450	53,000	85.0%	Less Than FY2021
FY2022 Through Q2	187	25,225	79.9%	480
FY2021 Through Q2	182	25,286	68.5%	464
FY2020 Through Q2	193	30,808	87.0%	178

Trends



Permits Issued through Q2 decreased by 61 permits compared to last year, and by 5,583 permits compared to FY2020



The percentage of Nuisance Properties Inspected within 20 days increased by 11.4 percentage points compared to last year



The number of imminently dangerous properties increased by 302 since FY2020



Department of Human Services

✓ Fast Figure:

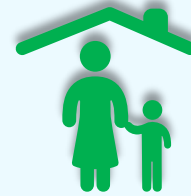
Average daily number of youth in detention at the Philadelphia Juvenile Justice Services Center through Q2: 137.1



Dependent Population



% in Care More Than 2 Years



% of Children in Kinship Care



CPS investigations Determined Within 60 Days
(FY2021 Q4 Data Shown)



FY2022 Target	Less Than 4,200	Less Than 36%	More Than 48.0%	More Than 98.0%
FY2022 Through Q2	4,027	53.9%	50.6%	99.3%
FY2021 Through Q2	4,622	50.2%	50.4%	99.5%
FY2020 Through Q2	5,023	41.3%	48.9%	99.4%

- ✓ Fast Fact: CPS investigations are conducted according to state law to investigate whether abuse or neglect occurred; CPS investigations not determined in 60 days can be automatically unfounded

Trends



The Dependent Population continues to decline, to 4,027 through Q2 compared to 5,023 in FY2020



The Percent of Dependents in Care More Than 2 Years increased by 3.4 percentage points, compared to last year's Q2 figure



The Percent of Children in Kinship Care (the ideal out-of-home care situation) increased by 1.7 percentage points compared to FY2020



Department of Public Health



Uninsured Visits



Children With Complete Immunizations

HIV
New HIV Diagnoses



Autopsy Reports Issued Within 90 Days

FY2022 Target	45.0%	70.0%	566	More than 90.0%
FY2022 Through Q2	39.7%	66.2%	175	90.9%
FY2021 Through Q2	40.8%	67.7%	138	95.6%
FY2020 Through Q2	44.2%	70.0%	214	87.8%

- ✓ Fast Fact: HIV testing overall has decreased as a result of the COVID-19 Pandemic and remains below pre-pandemic levels. The target for new diagnoses is based on targets in the Ending the HIV Epidemic Community Plan.

Trends



Uninsured Visits to District Health Centers continued to decrease through Q2



Autopsy Reports Issued Within 90 Days decreased by 4.7 percentage points compared to last year



The rate of Children With Complete Immunizations decreased by 1.5 percentage points



New HIV diagnoses increased by 37 compared to last year



Office of Homeless Services

✓ Fast Figure:
✓ The Office's annual target assumes \$2,011 of homelessness prevention assistance per household





Homelessness Prevention Assistance



Rapid Rehousing





Exits to Permanent Housing


FY2022 Target	1,400	500	40.0%
FY2022 Through Q2	727	246	33.5%
FY2021 Through Q2	690	168	41.5%
FY2020 Through Q2	676	284	35.0%

✓ Fast Fact: The impact of COVID-19 on the Percent of Exits to Permanent Housing is felt in a variety of ways including staff vacancies and slower hiring; slower turnover of units due to maintenance staff sick leave; and supply chain issues.

Trends

- 

Assistance to Prevent Homelessness increased by 37 households through Q2, or 5.4% compared to last year, and 51, or 7.5% compared to FY2020
- 

Rapid Rehousing Assistance—which targets residents of emergency or transitional housing for quick permanent rehousing—increased by 78 through Q2
- 

Exits to Permanent Housing from Shelters or Transitional Housing decreased by 8.0 percentage points compared to last year



Free Library of Philadelphia

✓ Fast Figure:
% of Philadelphians with
Library Cards in Q2:
39.0%



In-Person Visits



Website Visits



Digital Access



Program
Attendance



FY2022 Target	1.5 Million	4.2 Million	3.4 Million	527,000
FY2022 Through Q2	1.2 Million	2.2 Million	1.5 Million	181,145
FY2021 Through Q2	56,130	2.0 Million	1.8 Million	276,462
FY2020 Through Q2	2.5 Million	3.3 Million	2.0 Million	412,778

✓ Fast Fact: Library cards are purged after seven years of inactivity and active cards are those that have been used within the last three years.

Trends



In-Person Visits through Q2 increased exponentially compared to last year, but were still less than half of the pre-Pandemic level recorded through Q2 FY2020



Website Visits increased slightly, by 219,313



Program Attendance decreased by 95,317 compared to last year, but also remained at less than half the pre-Pandemic level



Planning and Development



Mortgage
Foreclosures Diverted



Home Repairs &
Emergency Assistance



City Lots
Cleaned & Greened



Clients Receiving
Housing Counseling



FY2022 Target	1,100	4,981	10,000	250
FY2022 Through Q2	105	2,757	13,546	7
FY2021 Through Q2	198	2,468	25,479	0
FY2020 Through Q2	310	3,361	25,193	252

- ✓ Fast Fact: The pandemic has slowed the rate of mortgage foreclosures; Housing Counseling Agencies are helping homeowners to avoid foreclosure and access other programs and services during this time.

Trends



Mortgage Foreclosures Diverted decreased by 93, or 47.0% through Q2 compared to last year, due to the suspension of foreclosures



Home Repairs and Emergency Assistance provided increased by 289, or 11.7%



Housing Counselors that previously assisted homeowners facing tax foreclosure continue to assist tenants in the Eviction Diversion Program



Department of Parks & Recreation

✓ **Fast Figure:**
Parks & Rec maintains more than 166 miles of trails and 40 historic sites



Programs Offered



Unique Program Attendees



Visits to Facilities and Sites



Trees Planted

FY2022 Target	2,052	99,249	4.9 Million	2,700
FY2022 Through Q2	1,055	48,324	2.67 Million	2,200
FY2021 Through Q2	344	8,817	0.34 Million	1,386
FY2020 Through Q2	2,057	113,979	5.53 Million	2,072

✓ **Fast Fact:** Programs Offered and Unique Program Attendees reflect data for new access center program sites, Parks & Rec staff-led programs, and permitted programs.

Trends

- ↑ The number of Programs Offered increased by 711 through Q2 of FY2022
- ↑ The number of Unique Program Attendees increased by 39,507
- ↑ The number of Trees Planted increased by 814





Streets Department

✓ **Fast Figure:**
Streets maintains 320 bridges and 2,525 miles of streets and highways




Recycling Rate


On-Time Recycling Collection


On-Time Trash Collection


Pothole Response Time



Potholes Repaired Within 3 Days



Miles Resurfaced


FY2022 Target	10.0%	75.0%	70.0%	3.0 Days	90.0%	52
FY2022 Through Q2	9.4%	89.5%	67.5%	3.3 Days	84.0%	20
FY2021 Through Q2	5.7%	67.5%	54.0%	2.1 Days	91.0%	42
FY2020 Through Q2	14.1%	98.5%	80.5%	2.8 Days	90.5%	54

✓ **Fast Fact:** Roadway crews emphasized ditch restorations and support for resurfacing work during Q1 and Q2 of FY22, which increased Pothole Response Time and impacted the percentage of Potholes Repaired Within 3 Days.

Trends

 The Recycling Rate increased by 3.7 percentage points through Q2 compared to the same period last year, but is still well below the Q2 FY2020, pre-Pandemic rate

 The On-Time Recycling and Trash Collection Rates both improved compared to last year—but are also still below pre-Pandemic rates

 Pothole Response Time increased by 1.2 days, while the percent of Potholes Repaired Within 3 Days decreased by 7.0 percentage points

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