

**RECORDS DEPARTMENT
FISCAL YEAR 2019 BUDGET TESTIMONY**

DEPARTMENT MISSION & PLANS

Mission: The Department of Records (DOR) provides efficient and effective service to City agencies and the public in the management of City records in the following areas: recording and maintenance of all land title documents in the City of Philadelphia, including the collection of local and state real estate transfer taxes and recording fees; management and operation of the City Records Storage Center, which contains the inactive physical business records of all City agencies; copying and form management services for City agencies in the City's Central Duplication facility, and photographic services for City agencies by the City's official photographer; and public access to records, including campaign finance filings, financial disclosure forms, public safety reports, land records, City Archives, and City regulation public notices.

Plans for Fiscal Year 2019:

Document Recording: Records will continue to provide a high level of customer service by increasing the percentage of land records recorded electronically from 80 percent to 82 percent and continuing to meet its goal of recording 100 percent of documents within 24 hours of receipt. Records will continue to maintain a one-week processing time for indexing recorded documents. In FY18, Records reduced its indexing processing time from four weeks to less than one week. This reduction results in documents being available for public online searching in less than one week from the date of receipt. This substantially improves the accuracy of property ownership data available to the public and other City departments.

Records Management: By the end of the first quarter of FY19, Records will complete the relocation of its Records Storage Center to 456 N. 5th Street from 3101 Market Street. This new, state-of-the-art facility will store all inactive business records of City departments and agencies. Records also will continue to collaborate with City departments to increase the recycling approval rate of records that have expired under departmental retention schedules. In FY17-18, approximately 27,000 boxes of expired paper records will have been recycled. The Department will continue to work with City departments to convert department business records from paper to electronic formats using existing document imaging systems. This work creates operational efficiencies for departments as record retrieval time is decreased.

Imaging: Records will continue to provide a high level of customer service to City offices through printing, binding, and photographic services. Specifically, Records plans to replace aging equipment to better serve departments in a more efficient manner. Additionally, Records plans to roll out an online ticketing system which will manage and track customer requests.

Public Access to Records: By the end of the first quarter of FY19, Records will complete the relocation of the City Archives from 3101 Market Street to 456 N. 5th Street, a new, state-of-the-art facility that will better serve the public's access to the City's 300-year old collection of archival records. Records also plans to expand outreach to schools, educational and historical organizations to increase educational opportunities at the new City Archives.

BUDGET SUMMARY & OTHER BUDGET DRIVERS

Staff Demographics Summary (as of December 2017)				
	Total	Minority	White	Female
Number of Full-Time Staff	56	38	18	27
Number of Exempt Staff	3	2	1	2
Number of Executive Staff (deputy level and above)	2	1	1	1
Average Salary, Full-Time Staff	\$48,179	\$45,152	\$54,569	\$46,254
Average Salary, Exempt Staff	\$81,318	\$59,476	\$125,000	\$59,476
Average Salary, Executive Staff	\$108,500	\$92,000	\$125,000	\$92,000
Median Salary, Full-Time Staff	\$41,953	\$41,633	\$42,426	\$40,815
Median Salary, Exempt Staff	\$92,000	\$59,476	\$125,000	\$59,476
Median Salary, Executive Staff	\$108,500	\$92,000	\$125,000	\$92,000

Employment Levels (as of December 2017)		
	Budgeted	Filled
Number of Full-Time Positions	63	56
Number of Exempt Positions	3	3
Number of Executive Positions (deputy level and above)	2	2
Average Salary of All Full-Time Positions	\$46,776	\$48,179
Median Salary of All Full-Time Positions	\$41,953	\$41,953

General Fund Financial Summary by Class						
	FY17 Original Appropriations	FY17 Actual Obligations	FY18 Original Appropriations	FY18 Estimated Obligations	FY19 Proposed Appropriations	Difference: FY19-FY18
Class 100 - Employee Compensation	\$3,083,221	\$2,822,489	\$3,194,935	\$3,187,677	\$3,084,514	(\$103,163)
Class 200 - Purchase of Services	\$1,538,779	\$1,472,961	\$1,538,779	\$1,441,200	\$1,538,779	\$97,579
Class 300/400 - Materials, Supplies & Equipment	\$143,758	\$142,539	\$143,758	\$143,758	\$143,758	\$0
Class 500 - Contributions	\$1,456	\$1,450	\$1,456	\$1,456	\$1,456	\$0
	\$4,767,214	\$4,439,439	\$4,878,928	\$4,774,091	\$4,768,507	(\$5,584)

Contracts Summary (Professional Services only)						
	FY13	FY14	FY15	FY16	FY17	FY18 YTD (Q1 & Q2)
Total amount of contracts	\$1,912,942	\$2,279,609	\$2,367,254	\$2,371,569	\$2,197,717	\$1,820,426
Total amount to M/W/DSBE	\$517,056	\$500,574	\$340,840	\$458,040	\$353,000	\$524,748
Participation Rate	27%	22%	14%	19%	16%	29%

Total M/W/DSBE Contract Participation Goal (Public Works; Services, Supplies & Equipment; and Professional Services combined)			
	FY17	FY18	FY19
M/W/DSBE Contract Participation Goal	25%	27%	22%

PROPOSED BUDGET OVERVIEW

Proposed Funding Request:

The proposed Fiscal Year 2019 General Fund budget totals \$4,768,507, a decrease of \$5,584 from Fiscal Year 2018 estimated obligation levels.

The proposed budget includes:

- \$3,084,514 in Class 100, a \$103,163 decrease from FY18. This funding will provide the department with a level of 59 positions (a subtraction of four positions) and provide for contractually-required pay raises for employees in DC33.
- \$1,538,779 in Class 200, a \$97,579 increase over FY18. This funding will allow the department to continue its current level of services including vendor services and maintenance of equipment. The increase is due to funds being added back from a Fiscal Year 2018 budget reduction. These restored funds will be applied to a project relating to the digitization of historical property records.
- \$143,758 in Class 300/400, which is level with FY18. This funding will permit the department to purchase the materials, supplies and equipment necessary to provide services to the public and other departments and to maintain internal operations.
- \$1,456 in Class 500, which is level with FY18. This funding will permit the department to continue its support of National History Day Philly, a distinguished national program in which the Records Department has participated for many years. This program is a contest in which students gain first-hand experience conducting historical research and preparing original projects using primary sources.

STAFFING LEVELS

Staffing Levels are 59 budgeted positions for FY19, a decrease of 4 positions from FY18.

The decrease is attributed to the department’s proposed plan to meet the FY19 3% Reduction Scenario. The units and programs where these vacant positions will be eliminated are sufficiently staffed and there will be no impact on the level of services provided.

NEW HIRES

New Hires (from 7/1/2017 to December 2017)	
	Total Number of New Hires
Black or African American	1
Total	1

Since December 2017, Records hired one employee who identifies as Black or African American.

PERFORMANCE, CHALLENGES, AND INITIATIVES

Document Recording:

FY19 Strategic Goals				
<ul style="list-style-type: none"> Decrease amount of time it takes to return all documents recorded in paper to customers. Increase training opportunities for document recording staff and increased number of staff trained to maintain compliance with state and local laws. 				
FY19 Performance Measures				
Measure	FY17 Actual	FY18 YTD (Q1 + Q2)	FY18 Target	FY19 Target
Percentage of land records electronically filed (deeds, mortgages, etc.)	77.5%	79.7%	80.0%	82.0%
Percentage of documents recorded within 24 hours	100.0%	100.0%	100.0%	100.0%

Records Management:

FY19 Strategic Goals				
<ul style="list-style-type: none"> Increase conversion from paper to electronic records. Improve process for recycling of expired records by modernizing the procedure. Improve service efficiency to City departments and agencies in the retrieval of records at the new Record Storage Center. 				
FY19 Performance Measures				
Measure	FY17 Actual	FY18 YTD (Q1 + Q2)	FY18 Target	FY19 Target
Number of expired boxes recycled ¹	8,000	10,833	19,000	10,000

¹ As part of the relocation of the warehouse, there has been a tremendous effort to identify as many boxes eligible for recycling as possible. That recycling effort will largely conclude in FY18, and Records does not estimate that it will be replicable at that level in FY19. As a result, the FY19 target is lower than the FY18 target.

Imaging:

FY19 Strategic Goals				
<ul style="list-style-type: none"> Improve service to City departments and agencies by replacing aging equipment. 				
FY19 Performance Measures				
Measure	FY17 Actual	FY18 YTD (Q1 + Q2)	FY18 Target	FY19 Target
Percentage of print jobs turned around in one day ¹	61.4%	52.6%	55.0%	62.0%

¹ Machines have been down, requiring maintenance, which has created slight delays. The color copier continues to require maintenance.

Public Access to Records:

FY19 Strategic Goals				
<ul style="list-style-type: none"> • Improve staff security in Police Report Unit. • Improve customer experience for walk-in customers of the Police Report Unit. • Improve educational opportunities at the new City Archives. 				
FY19 Performance Measures				
Measure	FY17 Actual	FY18 YTD (Q1 + Q2)	FY18 Target	FY19 Target
Percentage of financial disclosures filed electronically ¹	92.3%	N/A	95.0%	96.0%
Percentage of public land requests turned around within one day	100.0%	100.0%	100.0%	100.0%
Backlog of major customer mail requests for police traffic accident reports ²	76	2,537	eliminate backlog	eliminate backlog

¹ This is an annual measure. The bulk of financial disclosure filings in FY18 is expected to be filed in April 2018, given the elections occurring in May 2018. There are seven filing cycles in each calendar year.

² Records has added additional staff to help eliminate this backlog. The increase from FY17 to FY18 YTD was due to staff turnover. Records anticipates meeting the FY18 target, as the Department expects the new website rollout to occur in the next few months. This is expected to result in the elimination of this backlog.

Department Administration:

FY19 Strategic Goals				
<ul style="list-style-type: none"> • Review and update department policies and operating procedures. • Increase training in areas of management, diversity and inclusion, language access, and cultural sensitivity. 				
FY19 Performance Measures				
Measure	FY17 Actual	FY18 YTD (Q1 + Q2)	FY18 Target	FY19 Target
Percentage of contracts conformed within 30 days after contract start date ¹	88.2%	14.3%	70.0%	70.0%

¹ Contracts are frontloaded in the first half of the fiscal year, and contracts conformed during timeframe experienced delays. The Department does not expect to meet its target in FY18.

Records Department

OTHER BUDGETARY IMPACTS

Federal and State (Where Applicable)

N/A.

CONTRACTING EXPERIENCE

M/W/DSBE Participation on Large Professional Services Contracts											
Top Five Largest Contracts, FY18											
Vendor Name	Service Provided	Dollar Amount of Contract	RFP Issue Date	Contract Start Date	Ranges in RFP	% of M/W/DSBE Participation Achieved	\$ Value of M/W/DSBE Participation	Total % Participation - All DSBES	Total \$ Value Participation - All DSBES	Local Business (principal place of business located within City limits) [yes / no]	Waiver for Living Wage Compliance? [yes / no]
Tyler Technologies	Document Recording System	\$1,086,302	12/18/2015	7/1/2016	MBE: 20-25	38%	\$414,424	38%	\$414,424	no	no
					WBE: 20-25	0%	\$0				
					DSBE: 0	0%	\$0				
Information Services Partner, Inc.	Records Management	\$274,700	12/18/2014	7/1/2015	MBE: 12-15	0%	\$0	0%	\$0	no	no
					WBE: 8-10	0%	\$0				
					DSBE: 0	0%	\$0				
VIR Archival and Preservation Services	Archival Consulting	\$134,000	5/7/2014	7/1/2014	MBE: 10-15	0%	\$0	100%	\$134,000	yes	no
					WBE: 10-15	100%	\$134,000				
					DSBE: 0	0%	\$0				
Data-Core Systems, Inc.	Incident Reports Web-Portal	\$151,490	1/24/2017	11/1/2017	MBE: 10-15	4%	\$6,060	4%	\$6,060	yes	no
					WBE: 10-15	0%	\$0				
					DSBE: 0	0%	\$0				
Azavea, Inc.	Archival Refoldering	\$60,000	6/8/2015	7/1/2015	MBE: 10-15	0%	\$0	0%	\$0	yes	no
					WBE: 10-15	0%	\$0				
					DSBE: 0	0%	\$0				

EMPLOYEE DATA

	African-American	African-American		African-American	African-American
<i>Total</i>	13	19	<i>Total</i>	0	1
<i>% of Total</i>	23%	34%	<i>% of Total</i>	0%	50%
<i>Average Salary</i>	\$45,886	\$42,275	<i>Average Salary</i>	\$0	\$92,000
<i>Median Salary</i>	\$43,618	\$41,075	<i>Median Salary</i>	\$0	\$92,000
	White	White		White	White
<i>Total</i>	13	5	<i>Total</i>	1	0
<i>% of Total</i>	23%	9%	<i>% of Total</i>	50%	0%
<i>Average Salary</i>	\$52,572	\$59,762	<i>Average Salary</i>	\$125,000	\$0
<i>Median Salary</i>	\$42,899	\$40,815	<i>Median Salary</i>	\$125,000	\$0
	Hispanic	Hispanic		Hispanic	Hispanic
<i>Total</i>	0	2	<i>Total</i>	0	0
<i>% of Total</i>	0%	4%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$0	\$33,156	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$0	\$33,156	<i>Median Salary</i>	\$0	\$0
	Asian	Asian		Asian	Asian
<i>Total</i>	2	1	<i>Total</i>	0	0
<i>% of Total</i>	4%	2%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$53,162	\$80,520	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$53,162	\$80,520	<i>Median Salary</i>	\$0	\$0
	Other	Other		Other	Other
<i>Total</i>	1	0	<i>Total</i>	0	0
<i>% of Total</i>	2%	0%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$62,891	\$0	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$62,891	\$0	<i>Median Salary</i>	\$0	\$0
	Bilingual	Bilingual		Bilingual	Bilingual
<i>Total</i>	1	2	<i>Total</i>	0	0
<i>% of Total</i>	2%	4%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$44,173	\$31,891	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$44,173	\$31,891	<i>Median Salary</i>	\$0	\$0
	Male	Female		Male	Female
<i>Total</i>	29	27	<i>Total</i>	1	1
<i>% of Total</i>	52%	48%	<i>% of Total</i>	50%	50%
<i>Average Salary</i>	\$49,971	\$46,254	<i>Average Salary</i>	\$125,000	\$92,000
<i>Median Salary</i>	\$44,173	\$40,815	<i>Median Salary</i>	\$125,000	\$92,000

LANGUAGE ACCESS

1) Has your leadership received language access training?

Yes. Leadership and 35 customer service employees have received language access training.

2) Do you currently have a language access coordinator?

Yes, Lynda Yerkov.

3) Has your department written a language access plan and is it posted online?

Yes, and it is available here: <https://beta.phila.gov/documents/language-access-plans/>

4) Explain what your department has done to improve language access services over the past year.

- Established a language access committee that will meet quarterly.
- Translated 12 critical deed-related information documents into Spanish, including the Department's Fraud Prevention Letter, which, pursuant to Council ordinance, is mailed to everyone who records a deed and mortgage, approximately 125,000/year.
- Translated and posted on website Records Recording Fee Schedule and FAQs for all Records units into the top five languages spoken in Philadelphia: Spanish, Khmer, Russian, Vietnamese and Chinese (Simplified).
- Records maintains language access lines in each public service areas and has two bilingual employees who serve the public.