RECORDS DEPARTMENT
FISCAL YEAR 2020 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 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 2020: <u>Document Recording</u>: Records will continue to provide a high level of customer service by increasing the percentage of land records recorded electronically from 82 percent to 83 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. As part of a multi-part effort to combat deed fraud, Records will implement a free online service which permits the public to register to receive email notices that a document has been recorded against their property. Currently, this notification is done via paper mail only; the electronic notices will supplement the paper notices.

<u>Records Management</u>: Records, in partnership with the Office of Innovation and Technology (OIT), has commenced and will continue projects with the First Judicial District, District Attorney's Office, Office of Administrative Review, Office of Open Data and Digital Transformation and the L&I Division of Planning and Zoning to transition large quantities of their records into electronic format to support and increase efficiencies in their operations. As part of Records' emphasis on reducing the number of paper records stored in its warehouse, Records has received approval from City departments to recycle more than 14,000 boxes of expired records, representing about 12 percent of the warehouse inventory. This recycling process will occur over the next 3-6 months.

<u>Imaging</u>: Records will purchase a new state-of-the-art black and white copier, in addition to the new state-of-the-art color copier which it purchased in FY19. Additionally, Records plans to roll out an online ticketing system which will manage and track customer requests.

<u>Public Access to Records</u>: Records, in collaboration with OIT, the Board of Ethics and the Office of the Chief Integrity Officer, will replace the aging financial disclosure filing system with a new, state-of-the-art web-based system. Records, in collaboration with OIT and the Police Department will implement a new, web-based traffic accident report public portal, which will allow the public to purchase and obtain their traffic accident reports online. This will replace a paper-based system. Records will kick off a deed digitization project to increase the number of deeds available through its modern, web-based public portal. Currently, deeds are available online from 1973 forward. This project could extend to deeds going back as far as the mid-1950s. Finally, Records will continue to build on educational opportunities at the new City Archives facility, including partnerships with the Philadelphia School District, local museums and historical societies, as well as raising the profile of the Archives as a tourist destination.

RECORDS DEPARTMENT

BUDGET SUMMARY & OTHER BUDGET DRIVERS

Staff Demographics Summary (as of November 2018)				
	Total	Minority	White	Female
Number of Full-Time Staff	57	38	19	27
Number of Exempt Staff	4	3	1	3
Number of Executive Staff (deputy level and above)	3	2	1	2
Average Salary, Full-Time Staff	$51,294	$49,351	$55,180	$48,775
Average Salary, Exempt Staff	$88,781	$75,458	$128,750	$75,458
Average Salary, Executive Staff	$106,708	$95,687	$128,750	$95,687
Median Salary, Full-Time Staff	$44,356	$44,156	$44,595	$42,981
Median Salary, Exempt Staff	$98,687	$82,400	$128,750	$82,400
Median Salary, Executive Staff	$108,974	$95,687	$128,750	$95,687

Employment Levels (as of November 2018)		
	Budgeted in FY19	Filled as of the Increment Run (11/18)
Number of Full-Time Positions	59	57
Number of Exempt Positions	4	4
Number of Executive Positions (deputy level and above)	3	3
Average Salary of All Full-Time Positions	$49,062	$51,294
Median Salary of All Full-Time Positions	$43,381	$44,356

General Fund Financial Summary by Class	FY18 Original Appropriations	FY18 Actual Obligations	FY19 Original Appropriations	FY19 Estimated Obligations	FY20 Proposed Appropriations	Difference: FY20-FY19
Class 100 - Employee Compensation	$3,194,935	$3,004,442	$3,084,514	$3,142,762	$3,226,285	$83,523
Class 200 - Purchase of Services	$1,538,779	$1,280,219	$1,538,779	$1,448,779	$1,538,779	$90,000
Class 300/400 - Materials, Supplies & Equipment	$143,758	$143,621	$143,758	$233,758	$143,758	($90,000)
Class 500 - Contributions	$1,456	$1,450	$1,456	$1,456	$1,456	$0
	$4,878,928	**$4,429,732**	**$4,768,507**	**$4,826,755**	**$4,910,278**	**$83,523**

Contracts Summary (Professional Services only)	FY14	FY15	FY16	FY17	FY18[1]	FY19 YTD (Q1 & Q2)
Total amount of contracts	$2,279,609	$2,367,254	$2,371,569	$2,197,717	$1,844,516	$1,383,717
Total amount to M/W/DSBE	$500,574	$340,840	$458,040	$353,000	$568,748	$176,500
Participation Rate	22%	14%	19%	16%	31%	13%

[1] *FY18 was an anomaly year due to increased expenditures related to the relocation of the City Archives and Records Storage Center.*

Total M/W/DSBE Contract Participation Goal (Public Works; Services, Supplies & Equipment; and Professional Services combined)			
	FY18	FY19	FY20
M/W/DSBE Contract Participation Goal	22%	22%	22%

RECORDS DEPARTMENT

PROPOSED BUDGET OVERVIEW

Proposed Funding Request:

The proposed Fiscal Year 2020 General Fund budget totals $4,910,278, an increase of $83,523 over Fiscal Year 2019 estimated obligation levels. This increase is primarily due to DC33 and DC47 pay raises.

The proposed budget includes:

- $3,226,285 in Class 100, a $83,523 increase over FY19. This funding will provide the department with a level of 59 positions and provide for contractually-required pay raises for employees in DC33 and DC47.
- $1,538,779 in Class 200, a $90,000 increase over FY19. 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 $90,000 being put back into Class 200 from a Mid-Year Transfer during FY19 to move $90,000 into Class 300/400.
- $143,758 in Class 300/400, a $90,000 decrease from FY19. 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. The decrease is due to the Mid-Year Transfer mentioned above.
- $1,456 in Class 500, level with FY19.

STAFFING LEVELS

The department is requesting 59 budgeted positions for FY20, level with FY19.

NEW HIRES

The Records Department has no new hires.

PERFORMANCE, CHALLENGES, AND INITIATIVES

DOCUMENT RECORDING PROGRAM

FY20 Strategic Goals
• Implement new document recording scanning system to scan walk-in customers' documents at the time of recording and return documents to customers immediately.
• Implement mobile application to help combat deed fraud.
• Maintain ongoing training of recording staff.

FY20 Performance Measures				
Measure	FY18 Actual	FY19 YTD (Q1 + Q2)	FY19 Target	FY20 Target
Percentage of land records electronically filed (deeds, mortgages, etc.)	79.4%	82.9%	82.0%	83.0%
Percentage of documents recorded within 24 hours	100.0%	100.0%	100.0%	100.0%

RECORDS MANAGEMENT PROGRAM

FY20 Strategic Goals
• Install wireless Internet access in the Records Storage Center to enable real-time uploading of inventory information into DOR's records management software.
• Train Records Storage Center staff to become fully self-sufficient on DOR records management software.

FY20 Performance Measures				
Measure	FY18 Actual	FY19 YTD (Q1 + Q2)	FY19 Target	FY20 Target
Number of boxes containing expired records recycled[1]	19,353	2,908	10,000	4,500

[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 largely concluded 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 PROGRAM

FY20 Strategic Goals
• Purchase new black and white copier.
• Implement new order ticketing and workflow management system.

FY20 Performance Measures				
Measure	FY18 Actual	FY19 YTD (Q1 + Q2)	FY19 Target	FY20 Target
Percentage of print jobs turned around in one day[1]	51.9%	53.6%	62.0%	62.0%

[1] *Machines have been down, requiring maintenance, which has created slight delays. The color copier continues to require maintenance. New machines will be purchased with Capital funds in FY19, FY20 and FY21.*

RECORDS DEPARTMENT

PUBLIC ACCESS TO RECORDS PROGRAM

FY20 Strategic Goals

- Develop exhibit for City Archives space, showcasing the collection and collaborating with local media and educational/cultural institutions to raise the profile of City Archives.
- Develop plan and implementation schedule for digitizing deeds for online access from mid-1950s through 1972.

FY20 Performance Measures

Measure	FY18 Actual	FY19 YTD (Q1 + Q2)	FY19 Target	FY20 Target
Percentage of financial disclosures electronically filed[1]	92.8%	59.3%	96.0%	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]	8,329	9,945	eliminate backlog	0

[1] *This is an annual measure. The bulk of financial disclosure filings in FY19 are filed in April 2019, given the annual filing deadline of May The goal is expected to be met in FY19, when a new filing system will be rolled out.*

[2] *The new Police Reports Unit website was not rolled out during FY18 and is anticipated to be rolled out during FY19, which will eliminate the backlog.*

DEPARTMENT ADMINISTRATION PROGRAM

FY20 Strategic Goals

- Implement check scanning machines and remote deposit safes for revenue reconciliation and deposits.
- Work with the City Treasurer's Office and the Commonwealth Treasurer's Office to implement credit/debit payments for document recording to reduce the number of cash transactions.

FY20 Performance Measures

Measure	FY18 Actual	FY19 YTD (Q1 + Q2)	FY19 Target	FY20 Target
Percentage of contracts conformed within 30 days after contract start date[1]	14.3%	40.0%	70.0%	70.0%

[1] *Contracts are frontloaded in the first half of the fiscal year, and contracts conformed during this timeframe experienced delays.*

RECORDS DEPARTMENT

OTHER BUDGETARY IMPACTS

Federal and State (Where Applicable)

N/A

CONTRACTING EXPERIENCE

M/W/DSBE Participation on Large Professional Services Contracts with For-Profit Vendors											
Top Five Largest Contracts over $34,000 for FY19											
Vendor Name	Brief Description of 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	Is This a Local Business? (principal place of business located within City limits) *[yes / no]*	Does the Vendor Have a Waiver for Living Wage Compliance? *[yes / no]*
Tyler Technologies	Document Recording System	$971,486	12/18/2018	7/1/2016	MBE: 20-25	19%	$184,582	19%	$184,582	no	no
					WBE: 20-25	0%	$0				
					DSBE: 0	0%	$0				
Information Services Partner, Inc.	Records Management	$100,000	12/18/2014	7/1/2015	MBE: 12-15	0%	$0	0%	$0	no	no
					WBE: 8-10	0%	$0				
					DSBE: 0	0%	$0				
Data-Core Systems, Inc.	Incident Reports Web-Portal	$72,000	1/24/2017	7/1/2017	MBE: 10-15	4%	$2,880	4%	$2,880	yes	no
					WBE: 10-15	0%	$0				
					DSBE: 0	0%	$0				
LRW Solutions Group, Inc.	Records Management	$50,000	1/29/2016	7/1/2016	MBE: 0	100%	$50,000	100%	$50,000	no	no
					WBE: 0	0%	$0				
					DSBE: 0	0%	$0				
Information Services Partner, Inc.	Records Management	$48,500	12/16/2015	7/1/2016	MBE: 0	0%	$0	0%	$0	no	no
					WBE: 0	0%	$0				
					DSBE: 0	0%	$0				

Non-Profit Vendor Demographics		
Conservation Center for Art and Historic Artifacts	Minority %	Female %
Workforce	9%	75%
Executive	0%	100%
Board	8%	62%

RECORDS DEPARTMENT

EMPLOYEE DATA

Staff Demographics (as of November 2018)					
Full-Time Staff			**Executive Staff**		
	Male	Female		Male	Female
	African-American	African-American		African-American	African-American
Total	12	20	*Total*	0	2
% of Total	21%	35%	*% of Total*	0%	67%
Average Salary	$49,242	$47,182	*Average Salary*	N/A	$95,687
Median Salary	$45,758	$43,181	*Median Salary*	N/A	$95,687
	White	White		White	White
Total	15	4	*Total*	1	0
% of Total	26%	7%	*% of Total*	33%	0%
Average Salary	$55,384	$54,414	*Average Salary*	$128,750	N/A
Median Salary	$45,804	$42,542	*Median Salary*	$128,750	N/A
	Hispanic	Hispanic		Hispanic	Hispanic
Total	0	2	*Total*	0	0
% of Total	0%	4%	*% of Total*	0%	0%
Average Salary	N/A	$35,376	*Average Salary*	N/A	N/A
Median Salary	N/A	$35,376	*Median Salary*	N/A	N/A
	Asian	Asian		Asian	Asian
Total	2	1	*Total*	0	0
% of Total	4%	2%	*% of Total*	0%	0%
Average Salary	$59,408	$84,896	*Average Salary*	N/A	N/A
Median Salary	$59,408	$84,896	*Median Salary*	N/A	N/A
	Other	Other		Other	Other
Total	1	0	*Total*	0	0
% of Total	2%	0%	*% of Total*	0%	0%
Average Salary	$66,340	N/A	*Average Salary*	N/A	N/A
Median Salary	$66,340	N/A	*Median Salary*	N/A	N/A
	Bilingual	Bilingual		Bilingual	Bilingual
Total	1	2	*Total*	0	0
% of Total	2%	4%	*% of Total*	0%	0%
Average Salary	$53,280	$35,376	*Average Salary*	N/A	N/A
Median Salary	$53,280	$35,376	*Median Salary*	N/A	N/A
	Male	Female		Male	Female
Total	30	27	*Total*	1	2
% of Total	53%	47%	*% of Total*	33%	67%
Average Salary	$53,561	$48,775	*Average Salary*	$128,750	$95,687
Median Salary	$45,904	$42,981	*Median Salary*	$128,750	$95,687

RECORDS DEPARTMENT

LANGUAGE ACCESS

1. **Has your leadership received language access training?**
   Yes. Leadership and 35 customer service employees have received language access training.

1. **Do you currently have a language access coordinator?**
   Yes, Lynda Yerkov.

2. **Has your department written a language access plan and is it posted online?**
   Yes, and it can be found at: https://www.phila.gov/documents/language-access-plans/.

3. **Explain what your department has done to improve language access services over the past year.**
   - The latest document recording fee schedule was translated into the top 5 languages spoken in Philadelphia and posted online.
   - Department FAQs were translated into the top 5 languages spoken in Philadelphia and posted online.
   - Records implemented an automated phone tree directory describing departmental services and provided a Spanish language option.
   - Records continues to maintain language access lines in all public service areas and has two bilingual employees who serve the public.