

**RECORDS DEPARTMENT
REVISED FISCAL YEAR 2021 BUDGET TESTIMONY**

The revised FY21 Budget and FY21-25 Plan focuses on providing core services and targeting reductions to areas with the least impact on vulnerable populations and areas where others can fund or deliver services.

DEPARTMENT FUNDING LEVELS

General Fund Financial Summary by Class					
	FY20 Original Appropriations	FY20 Estimated Obligations	FY21 Original Proposed Appropriations	FY21 Revised Proposed Appropriations	\$ Difference Original to Revised Proposed
Class 100 - Employee Compensation	\$3,226,285	\$3,268,492	\$3,258,159	\$3,079,932	(\$178,227)
Class 200 - Purchase of Services	\$1,538,779	\$1,373,779	\$1,538,779	\$743,265	(\$795,514)
Class 300/400 - Materials, Supplies & Equipment	\$143,758	\$308,753	\$143,758	\$143,758	\$0
Class 500 - Contributions	\$1,456	\$1,456	\$1,456	\$0	(\$1,456)
	\$4,910,278	\$4,952,485	\$4,942,152	\$3,966,955	(\$975,197)

GENERAL FUND FULL-TIME POSITIONS

General Fund Full-Time Positions					
	FY20 Adopted Budget	November 2019 Increment Run	FY21 Original Proposed Budget	FY21 Revised Proposed Budget	Difference Original to Revised Proposed
Full-Time Positions	59	53	59	59	0

**RECORDS DEPARTMENT
FISCAL YEAR 2021 BUDGET TESTIMONY**

This testimony was prepared by Records prior to the onset of COVID-19 and its impact on City government operations. It does not reflect the revised proposed FY21 budget or the department's new operational plan. Post COVID-19 responses are listed in the next section.

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 financial disclosure forms, public safety reports, land records, City Archives, and City regulation public notices.

Plans for Fiscal Year 2021:

Document Recording: Records will continue to provide a high level of customer service by increasing the percentage of land records recorded electronically from 83% to 84% and continuing to meet its goal of recording 100 percent of documents within 24 hours of receipt. Records will maintain a two- to three-week processing time for indexing recorded documents. As part of a multi-tiered effort to combat deed fraud, Records will: (1) Enhance Fraud Guard (its free email deed fraud alert service) so that notaries will receive email alerts if their name appears in a recorded document, as notary fraud is a component of deed fraud; and (2) Retain a public relations firm to enhance outreach on deed fraud by implementing a public information campaign, with special emphasis on the elderly and communities of color, which are the most likely victims of deed fraud.

Records Management: Records will issue a request for proposals for a new records management software system to modernize management of the Records Storage Center inventory, currently comprised of approximately 136,000 boxes. The Department will recycle approximately 4,500 boxes of expired City records. Finally, the Department will reduce the Records Storage Center inventory by three percent, through a combination of recycling expired records and working with departments to digitize records.

Imaging: Records will monitor Central Duplication performance using its new web-based workflow management system and set updated performance measures accordingly. Records will also identify departments that may be candidates to reduce the amount of paper copies ordered and convert to digital by using data from the new workflow management system.

Public Access to Records: Records will expand its City Archives panel discussion series "For the Record: Archives to Action" from two to four events per year. The Department will retain a consultant to continue in the development of public educational events at the City Archives, with an emphasis on telling the untold stories of historically disadvantaged groups, including women, communities of color and LGBTQ communities. The Department will also issue a request for proposal and award a contract for a concessionaire to digitize and host online all the genealogical records located in the City Archives collection. Finally, the Department will continue digitization of deeds for availability in its online public web portal. Currently, the online web portal contains deeds from 1974 to the present. The goal is to digitize deeds going back to approximately 1970 in FY21.

RECORDS DEPARTMENT

The tables in pages (3 through 10) below were prepared by Records prior to the onset of COVID-19 and its impact on City government operations. They are based on the original FY21 budget proposal.

BUDGET SUMMARY & OTHER BUDGET DRIVERS

Staff Demographics Summary (as of December 2019)				
	Total	Minority	White	Female
Number of Full-Time Staff	51	34	17	24
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	\$54,075	\$50,937	\$60,351	\$50,204
Average Salary, Exempt Staff	\$92,675	\$72,512	\$133,000	\$72,512
Average Salary, Executive Staff	\$120,987	\$108,974	\$133,000	\$108,974
Median Salary, Full-Time Staff	\$46,505	\$46,187	\$49,479	\$44,026
Median Salary, Exempt Staff	\$108,974	\$72,512	\$133,000	\$72,512
Median Salary, Executive Staff	\$120,987	\$108,974	\$133,000	\$108,974

Employment Levels (as of December 2019)		
	Budgeted	Filled
Number of Full-Time Positions	59	51
Number of Part-Time Positions	0	0
Number of Exempt Positions	4	3
Number of Executive Positions (deputy level and above)	2	2
Average Salary of All Full-Time Positions	\$49,062	\$54,075
Median Salary of All Full-Time Positions	\$43,381	\$46,505

General Fund Financial Summary by Class						
	FY19 Original Appropriations	FY19 Actual Obligations	FY20 Original Appropriations	FY20 Estimated Obligations	FY21 Proposed Appropriations	Difference: FY21-FY20
Class 100 - Employee Compensation	\$3,084,514	\$2,983,490	\$3,226,285	\$3,159,785	\$3,258,159	\$98,374
Class 200 - Purchase of Services	\$1,538,779	\$902,377	\$1,538,779	\$1,373,779	\$1,538,779	\$165,000
Class 300/400 - Materials, Supplies & Equipment	\$143,758	\$171,713	\$143,758	\$308,758	\$143,758	(\$165,000)
Class 500 - Contributions	\$1,456	\$0	\$1,456	\$1,456	\$1,456	\$0
	\$4,768,507	\$4,057,580	\$4,910,278	\$4,843,778	\$4,942,152	\$98,374

Contracts Summary (Professional Services only)						
	FY17	FY18	FY19	FY20	FY21	FY20 YTD (Q1 & Q2)
Total amount of contracts	\$2,223,746	\$1,734,516	\$1,477,954	\$1,056,325	\$1,532,211	\$1,056,325
Total amount to M/W/DSBE	\$339,000	\$518,748	\$144,500	\$357,500	\$382,500	\$357,500
Participation Rate	15%	30%	10%	34%	25%	34%

Total M/W/DSBE Contract Participation Goal (Public Works; Services, Supplies & Equipment; and Professional Services combined)			
	FY19	FY20	FY21
M/W/DSBE Contract Participation Goal	22%	22%	22%

PROPOSED BUDGET OVERVIEW

Proposed Funding Request:

The proposed Fiscal Year 2021 General Fund budget totals \$4,942,152, an increase of \$98,374 over Fiscal Year 2020 estimated obligation levels. This increase is primarily due to raises and step increases.

The proposed budget includes:

- \$3,258,159 in Class 100, a \$98,374 increase over FY20. 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 \$165,000 increase over FY20. The increase is due to \$165,000 being put back into Class 200 from a Mid-Year Transfer during FY20 to move \$165,000 into Class 300/400.
- \$143,758 in Class 300/400, a \$165,000 decrease from FY20. The decrease is due to the Mid-Year Transfer mentioned above.
- \$1,456 in Class 500, level with FY20.

RECORDS DEPARTMENT

STAFFING LEVELS

The department is requesting 59 budgeted positions for FY21, level with FY20.

NEW HIRES

New Hires (from 7/1/2019 to December 2019)	
	Total Number of New Hires
Black or African American	1
Asian	
Hispanic or Latino	
White	
Other	
Total	1

Detail for new hires since December 2019, if applicable:	
	Total Number of New Hires
Black or African American	1
Asian	
Hispanic or Latino	
White	
Other	
Total	1

RECORDS DEPARTMENT

PERFORMANCE, CHALLENGES, AND INITIATIVES

DOCUMENT RECORDING

FY21 Strategic Goals				
<ul style="list-style-type: none"> Enhance Fraud Guard so that a notary will receive an email alert if their name appears in a recorded document, as notary fraud is a component of deed fraud. Enhance DOR’s public outreach on deed fraud and tangled title by attempting to participate in at least one educational forum per month. Index and make available in DOR’s web-based public search portal approximately two additional years’ worth of deeds from the early 1970s. Currently, the online portal only goes back to 1974. 				
FY21 Performance Measures				
Measure	FY19 Actual	FY20 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Percentage of land records electronically filed (deeds, mortgages, etc.)	83.5%	85.4%	83.0%	84.0%
Percentage of documents recorded within 24 hours	100.0%	100.0%	100.0%	100.0%

RECORDS MANAGEMENT

FY21 Strategic Goals				
<ul style="list-style-type: none"> Issue a request for proposals for a new records management software system to modernize management of the Records Storage Center inventory, currently comprised of approximately 136,000 boxes. Recycle approximately 8,000 boxes of expired City records. Reduce the Records Storage Center inventory by three percent, through a combination of recycling expired records and working with departments to digitize records. 				
FY21 Performance Measures				
Measure	FY19 Actual	FY20 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Number of boxes containing expired records recycled	6,210	0	4,500	4,500

IMAGING

FY21 Strategic Goals				
<ul style="list-style-type: none"> Monitor Central Duplication performance using new workflow management system and set appropriate performance measures. Identify departments that may be candidates to reduce the amount of paper copies ordered and convert to digital by using data from the new Central Duplication workflow management system. 				
FY21 Performance Measures				
Measure	FY19 Actual	FY20 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Percentage of print jobs turned around in one day ¹	35.6%	24.6%	62.0%	50.0%

¹ Machines have been down, requiring maintenance, which has created slight delays. New machines will be purchased with Capital funds in FY19, FY20, and FY21. Delays have also been due to one vacancy and medical leave.

PUBLIC ACCESS TO RECORDS

FY21 Strategic Goals				
<ul style="list-style-type: none"> Expand its City Archives panel discussion series “For the Record: Archives to Action” from two to four events per year. Issue a Request for Proposals (RFP) and implement a contract for a consultant to continue in the development of public educational events at the City Archives. Issue a request for proposal and award a contract for a concessionaire to digitize and host online all the genealogical records located in the City Archives collection. Continue digitization of deeds for availability in its online public web portal. Currently, the online web portal contains deeds from 1974 to the present. The goal is to digitize deeds going back to approximately 1970 in FY21. 				
FY21 Performance Measures				
Measure	FY19 Actual	FY20 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Percentage of financial disclosures electronically filed ¹	92.4%	N/A	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	15,975	2,482	0	0

¹This is an annual measure. The bulk of financial disclosure filings in FY20 are filed in April 2020, given the annual filing deadline of May 1. Goal is expected to be met in FY20, when a new filing system will be rolled out.

²This is a cumulative measure. The new Police Reports Unit website was not rolled out during FY19 and is anticipated to be rolled out during FY20, which will eliminate the backlog.

DEPARTMENT ADMINISTRATION

FY21 Strategic Goals				
<ul style="list-style-type: none"> Replace outdated and old office furniture in the Deed Recording Room, Document Research Room, and Central Duplication. In collaboration with the Office of the City Treasurer, implement remote deposit safes in its central Administrative office, which will speed the deposit of revenues and free up administrative resources. 				
FY21 Performance Measures				
Measure	FY19 Actual	FY20 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Percentage of contracts conformed within 60 days after contract start date	71.4%	87.5%	70.0%	80.0%

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, FY20											
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	\$739,955	12/18/2015	7/1/2016	MBE: 20-25	41%	\$300,000	41%	\$300,000	no	no
					WBE: 20-25	0%	\$0				
					DSBE: 0	0%	\$0				
Data-Core Systems, Inc.	Incident Reports Web-Portal	\$185,000	1/24/2017	7/1/2017	MBE: 10-15	0%	\$0	0%	\$0	yes	no
					WBE: 10-15	0%	\$0				
					DSBE: 0	0%	\$0				
Azavea Incorporated	PhillyHistory Support	\$150,000	6/21/2019	7/26/2019	MBE: 5-10	5%	\$7,500	5%	\$7,500	yes	no
					WBE: 5-10	0%	\$0				
					DSBE: 0	0%	\$0				
LRW Solutions Group, Inc.	Records Inventory	\$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				

Non-Profit Vendor Demographics		
Conservation Center for Art and Historic Artifacts	Minority %	Female %
Workforce	12.00%	73.00%
Executive	0.00%	80.00%
Board	7.00%	57.00%

RECORDS DEPARTMENT

EMPLOYEE DATA

Staff Demographics (as of December 2019)					
Full-Time Staff			Executive Staff		
	Male	Female		Male	Female
	African-American	African-American		African-American	African-American
<i>Total</i>	9	16	<i>Total</i>	0	1
<i>% of Total</i>	18%	31%	<i>% of Total</i>	0%	50%
<i>Average Salary</i>	\$53,551	\$47,075	<i>Average Salary</i>	\$0	\$108,974
<i>Median Salary</i>	\$46,534	\$44,026	<i>Median Salary</i>	\$0	\$108,974
	White	White		White	White
<i>Total</i>	15	2	<i>Total</i>	1	0
<i>% of Total</i>	29%	4%	<i>% of Total</i>	50%	0%
<i>Average Salary</i>	\$58,623	\$73,307	<i>Average Salary</i>	\$133,000	\$0
<i>Median Salary</i>	\$49,479	\$73,307	<i>Median Salary</i>	\$133,000	\$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	\$38,098	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$0	\$38,098	<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>	\$62,173	\$86,357	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$62,173	\$86,357	<i>Median Salary</i>	\$0	\$0
	Other	Other		Other	Other
<i>Total</i>	1	3	<i>Total</i>	0	0
<i>% of Total</i>	2%	6%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$67,274	\$47,506	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$67,274	\$43,421	<i>Median Salary</i>	\$0	\$0
	Bilingual	Bilingual		Bilingual	Bilingual
<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	\$38,098	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$0	\$38,098	<i>Median Salary</i>	\$0	\$0
	Male	Female		Male	Female
<i>Total</i>	27	24	<i>Total</i>	1	1
<i>% of Total</i>	53%	47%	<i>% of Total</i>	50%	50%
<i>Average Salary</i>	\$57,516	\$50,204	<i>Average Salary</i>	\$133,000	\$108,974
<i>Median Salary</i>	\$49,479	\$44,026	<i>Median Salary</i>	\$133,000	\$108,974

RECORDS DEPARTMENT

LANGUAGE ACCESS

1. Has your leadership received language access training?

Yes

2. Do you currently have a language access coordinator?

Yes

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

Yes. It can be accessed at www.phila.gov/records

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

Records created Spanish language translations of resources for members of the public experiencing tangled title. The Department implemented a Spanish language option for its departmental services phone tree. With respect to deed fraud materials, the Department translated its new deed fraud FAQs and Fraud Guard tip-sheet into Spanish, Chinese (Simplified), Vietnamese, Khmer, Arabic and French, and posted them online.

RECORDS DEPARTMENT

CLIMATE CHANGE

1. How has climate change affected your department's provision of services?

Climate change has not affected the Records Department's provision of services.

2. How might worsening climate change increase costs and demands for your department?

A possible implication of climate change could be increases in operational costs associated with keeping paper records at a safe humidity.

3. How does your department intend to mitigate and adapt to climate change?

- The Records Storage Center will continue its longstanding practice of sending all expired City records authorized for destruction to the City's recycling vendor for shredding and pulping.
- Records will continue its efforts to assist departments in converting to electronic records in order to reduce paper waste. In developing the new 65,000 square foot location for the Records Storage Center and City Archives at 548 Spring Garden Street, Records and Public Property followed the recommendations of the Office of Sustainability to install LED lighting with timers throughout the facility and a web-based state of the art building system management system through which the landlord manages energy use. The energy costs have gone down at the new facility versus the old facility at 3101 Market Street, making the new facility one of the most energy efficient leased facilities in the City portfolio. Finally, the landlord is installing a large solar panel farm on the roof of the new facility, and the City (through a collaboration among Records, Public Property, Office of Sustainability and the Philadelphia Energy Authority) has agreed to purchase solar power from the landlord.

REVISED PLANS FOR FISCAL YEAR 2021

1. With the revised budget for FY21, what will your department accomplish in FY21?

- Document Recording – DOR will enhance its public outreach on deed fraud and tangled title by attempting to participate in at least one educational forum per month.
- Records Management – DOR will seek to reduce the Records Storage Center inventory by three percent through a combination of recycling expired records and working with departments to digitize records.
- Imaging – DOR will monitor Central Duplication performance using new workflow management system and set appropriate performance measures; using data from the new workflow management system, DOR will identify departments that may be candidates to reduce the amount of paper copies ordered and convert to digital.
- Public Access to Records – DOR will issue a request for proposal and award a contract for a concessionaire to digitize and host online all the genealogical records located in the City Archives collection.
- Administration – DOR will implement remote deposit safes in its central administrative office, which will speed the deposit of revenues and free up administrative resources.

2. With the revised budget for FY21, what existing programs or services will be reduced or eliminated?

- The Department of Records will delay filling for vacancies until FY22. Vacancies exist in the Imaging Unit, Public Access to Records, and Administration Units. While the delay in filling these vacancies will slow down services in these areas, we believe keeping them unfilled is the least disruptive option for the public, particularly given modifications to how services will be delivered in light of COVID-19.
- The Department will delay upgrades and enhancements to the document recording system, in particular deed digitization, which makes documents more accessible to the public.
- Archival conservation, restoration comma and preservation, of historical documents in the city archives will be delayed until FY22.
- Philly History support to the city's archives and public engagement with the website will be significantly reduced.
- A RFP for a new Records Management system for the Record Storage Center will be delayed until FY22.
- Maintenance costs for central duplicating services will be reduced.
- Contributions to National History Day will be delayed until FY22.

3. With the revised budget for FY21, what planned, new services or programs will not happen?

- Upgrades and enhancements to the Document Recording System will be delayed, reducing ease of accessibility of documents to the public.
- We will delay issuing a RFP for a new Records Management system for the Record Storage Center to replace the current antiquated system.

RECORDS DEPARTMENT

- We will delay continuing our panel discussion, For the Record: Archives to Action, which provides a public forum to educate diverse communities and bridge the gap between past and present day social justice issues using assets within the Archives.
- Services to the Philly History website will be reduced and strategic planning to improve optimal support to city archives will be delayed.

RECORDS DEPARTMENT

REVISED PERFORMANCE MEASURES

The Department did not update their performance measures as part of the revised budget process. Original performance measures are listed below.

DOCUMENT RECORDING

FY21 Performance Measures				
Measure	FY19 Actual	FY20 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Percentage of land records electronically filed (deeds, mortgages, etc.)	83.5%	85.4%	83.0%	84.0%
Percentage of documents recorded within 24 hours	100.0%	100.0%	100.0%	100.0%

RECORDS MANAGEMENT

FY21 Performance Measures				
Measure	FY19 Actual	FY20 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Number of boxes containing expired records recycled	6,210	0	4,500	4,500

IMAGING

FY21 Performance Measures				
Measure	FY19 Actual	FY20 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Percentage of print jobs turned around in one day ¹	35.6%	24.6%	62.0%	50.0%

¹ Machines have been down, requiring maintenance, which has created slight delays. New machines will be purchased with Capital funds in FY19, FY20, and FY21. Delays have also been due to one vacancy and medical leave.

PUBLIC ACCESS TO RECORDS

FY21 Performance Measures				
Measure	FY19 Actual	FY20 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Percentage of financial disclosures electronically filed ¹	92.4%	N/A	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	15,975	2,482	0	0

¹ This is an annual measure. The bulk of financial disclosure filings in FY20 are filed in April 2020, given the annual filing deadline of May 1. Goal is expected to be met in FY20, when a new filing system will be rolled out.

² This is a cumulative measure. The new Police Reports Unit website was not rolled out during FY19 and is anticipated to be rolled out during FY20, which will eliminate the backlog.

DEPARTMENT ADMINISTRATION

FY21 Performance Measures				
Measure	FY19 Actual	FY20 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Percentage of contracts conformed within 60 days after contract start date	71.4%	87.5%	70.0%	80.0%