



CITY OF PHILADELPHIA

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CHRISTINE DERENICK-LOPEZ
Chief Administrative Officer

May 10, 2019

The Honorable Darrell Clarke
City Council President
City Hall, Room 490
Philadelphia, PA 19107

Dear Council President Clarke,

This letter is in response to questions raised at the April 16, 2019 hearing before the Committee of the Whole on the Fiscal Year 2020 Proposed Budget for the Office of the Chief Administrative Officer. At this hearing, the following questions were asked:

Councilwoman Blondell Reynolds-Brown: Has the Free Library attended Diversity and Inclusion Training?

Yes. Four-hundred and seventy-five (475) Free Library employees have attended Diversity and Inclusion training within the last two years, including all of the Free Library Executive Team. Additionally, the Office of Diversity and Inclusion facilitated a break-out session at the Free Library's All-Staff meeting on April 26th, 2019.

Councilman Allan Domb: Identify 5-10 areas of the highest potential cost savings across the City.

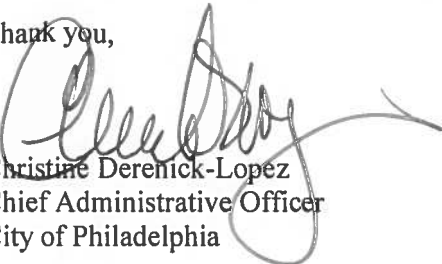
The following projects, within the purview of the Office of the Chief Administrative Officer (CAO) and cluster departments, have the potential to realize cost savings across the City:

Project	Description	Areas for Potential Cost Savings
City-wide Vehicle GPS Project	CAO is partnering with Office of Fleet Management to install GPS trackers on vehicles throughout the City's Fleet of 6,000 vehicles. These trackers will provide data on vehicle location, idling time, speed and more to department leaders who can use this data to track their assets, improve efficiency, and cut costs. Six departments have already installed GPS trackers on their vehicles.	<ul style="list-style-type: none"> ✓ Reducing fuel usage to lower costs and pollution. ✓ Improving the management of field work may assist with overtime allocations.
Vendor Pay	The Commerce Department has partnered with the CAO to identify the issues and gaps, as well as the feasibility of a cost-effective solution to address slow payment to vendors. The overall goal of the project is to improve the internal vendor payment process so that payment to vendors can be made in an efficient, timely, and satisfactory manner.	<ul style="list-style-type: none"> ✓ Improving cash flow to vendors may lead to lower pricing to the City.
Enterprise-wide Paper Reduction Project	The Records Department has embarked on several projects to reduce paper-based, manual processes with automated, paperless processes and expand the recycling of boxes containing expired records at the Records warehouse. These projects include such things as: launching an online portal for Traffic Accident reports in FY20, which will allow residents to access and purchase traffic accident reports online and will replace an entirely paper-based system; implementing the Scan First Recording technology, which allows deeds to be scanned and returned immediately to the customer, eliminating the need to mail these deeds back to the customer; embarking on a pilot to digitize and import older deeds into a subscription-based public portal, which, if fully implemented, will enhance the efficiency with which these records can be accessed by the public and will not require as much manual research by Records staff. Lastly, as part of its relocation to the new archive's facility, the Records Department began an aggressive program to eliminate the backlog of expired boxes which were eligible for recycling under City retention schedules. Through this initiative, Records recycled approximately 30,000 boxes or nearly 20% of the Records warehouse inventory. Records continues to work with departments to identify opportunities for the digitization of records and continued recycling of expired Records.	<ul style="list-style-type: none"> ✓ Reducing the amount of paper used by the City ✓ Reducing mailing costs for the return of recorded deeds ✓ Staff efficiencies in replacing manual and paper-based process with web-based systems
Customer Relationship Management (CRM) Platform	In Q3 FY19, the city issued an RFI for an enterprise Customer Relationship Management (CRM) software solution. The goal of this project is to allow the customer to effectively request service and receive updates on that	<ul style="list-style-type: none"> ✓ Streamlining paper-based or manual processes with automated, web-based processes ✓ Improved customer response times

Project	Description	Areas for Potential Cost Savings
	<p>service via the Internet (web, mobile app, email, social media) and to simplify the communication process for both the internal as well as the external processes of the City. The City is also looking to improve daily operations, which means more streamlined and improved quality of services for our customers. Through this project, the City will leverage its experiences working with a CRM at 311 as well as a current pilot using a CRM to improve the time it takes and the process of businesses obtaining a food license. Some example use cases for the CRM include, but are not limited to: help desk or work order operations, business license, grant or permit approval paths, and case management.</p>	
<p>Human Resources Service Improvement Project</p>	<p>The goal of the HR Services Improvement Project (HRSIP) is to create a more effective, efficient, and modernized HR system by reducing time to hire, increasing quality of hire, and building HR capacity. As part of the HRSIP, the City is piloting the use of a third-party to augment the City's Medical Evaluation Unit. This has been the most cost-effective method for providing needed supplemental capacity to meet the peaks and valleys of demand created by the City's seasonal hiring needs. This pilot has resulted in decreased hiring times, increased on-time hiring, reduced service delivery and overtime impacts. Following the conclusion of the pilot, the City will have additional data on the costs and benefits of the Medical Evaluation augmentation.</p>	<ul style="list-style-type: none"> ✓ Reducing the time to hire may result in a reduction in overtime costs ✓ Third-party medical evaluation augmentation services are a cost-effective solution to meet demand of seasonal hiring needs

If you have any additional questions, please feel free to contact my office.

Thank you,



Christine Derenick-Lopez
 Chief Administrative Officer
 City of Philadelphia