

**DEPARTMENT OF RECORDS
FISCAL YEAR 2022 BUDGET TESTIMONY
MAY 10, 2021**

INTRODUCTION

Good afternoon, President Clarke and Members of City Council. I am Commissioner of Records James P. Leonard, joining me today is Deputy Commissioner, Tracey T. Williams and Budget Officer Carl Zimmerman. I am pleased to provide testimony on the Department of Record's Fiscal Year 2022 Operating Budget.

DEPARTMENT MISSION & PLANS

Mission: The Department of Records (DOR) provides inclusive, 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 realty 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 2022:

Document Recording: Records will continue to provide a high level of customer service by erecording 90 percent of documents recorded. 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; (2) create a process where notaries who believe their identity was stolen in connection with deed fraud can record a notice of fraud against the property; and (3) 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 recycle approximately 4,500 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.

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: The Department has issued a request for proposals and plans to award a contract for a concessionaire to digitize and host online approximately 11 million genealogical records located in the City Archives collection. DOR will work with its partners Little Giant Creative and Mural Arts over the next two fiscal years to develop a Tribute to the Seventh Ward, using the funds from a \$240,000 grant from Pew Center for Arts and Heritage. The Tribute will resurrect the history of the 7th Ward to tell the story of this Black cultural epicenter through a place-based, art-centered project that prioritizes Black artists and historians. Records will expand its City Archives panel discussion series "For the Record: Archives to Action," including virtual events. Lastly, the Department will continue digitizing

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deeds for availability on its online public web portal. Currently, the online web portal contains deeds from 1974 to the present. The goal in FY22 is to digitize deeds going back to approximately 1972.

BUDGET SUMMARY & OTHER BUDGET DRIVERS

Please refer to attached FY22 Budget Hearing Summary Charts in section 1: Staff Demographics Summary, section 2: Employment Levels, section 3: Financial Summary by Class, section 6: Participation Rate and Goal.

PROPOSED BUDGET OVERVIEW

Proposed Funding Request:

The proposed Fiscal Year 2022 General Fund budget totals \$3,912,713, a decrease of \$91,622 over Fiscal Year 2021 estimated obligation levels. This decrease is primarily due to a 5% budget reduction.

The proposed budget includes:

- \$3,009,970 in Class 100, a \$107,342 decrease over FY21. This decrease is primarily due to not filling two vacancies as part of the 5% budget reduction scenario. This funding will provide the department with a level of 53 full-time positions to provide high quality service to the public and other city agencies.
- \$758,985 in Class 200, a \$15,720 increase over FY21. The increase is primarily due to an additional \$100,000 for deed fraud prevention, coupled with the reduction of \$84,280 in maintenance.
- \$143,758 in Class 300/400, level with FY21. 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.

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STAFFING LEVELS




The department is requesting 53 budgeted positions for FY22, a reduction of 2 positions from FY21, as a result of the 5% budget reduction scenario.

NEW HIRES

Please refer to attached FY22 Budget Hearing Summary Charts in section 8: New Hires Information.

PERFORMANCE, CHALLENGES, AND INITIATIVES

Document Recording




Measure	 FY20 ACTUAL	 FY21 TARGET	 FY22 TARGET
Percentage of land records electronically filed (deeds, mortgages, etc.)	88.6%	84.0%	90.0%
Percentage of documents recorded within 24 hours ¹	88.6%	100.0%	85.0%

¹FY21 and FY22 targets have been impacted by COVID-19, staff turnover/absence, delay in mail delivery and higher than normal volume of electronic recordings.

Program FY22 Strategic Goals

- DOR will continue to build upon strategic partnerships to reduce deed fraud and tangled title (e.g., occupant believes they are the homeowner but their name is not on the deed), including a recently established relationship with the Register of Wills to address these issues through virtual, social media, and in-person public outreach efforts.
- DOR, in collaboration with the Office of Information Technology (OIT) and Office of Property Data (OPA), will implement a PIN system for property data under which each of the approximately half million parcels of land in the City will be identified with a unique identification number as a means of preventing property data discrepancies among City departments going forward.
- DOR will continue working with the OIT to clean up existing property data discrepancies among City departments. This is related to the PIN system.




Records Management

Measure	 FY20 ACTUAL	 FY21 TARGET	 FY22 TARGET
Number of boxes containing expired records recycled	0	4,500	4,500

Program FY22 Strategic Goals

- Reduce the Records Storage Center inventory by three percent, through a combination of recycling expired records and working with departments to digitize records.
- DOR will collaborate with departments to review retention schedules and make revisions to align with current mission and operations of departments.




Imaging

Measure	 FY20 ACTUAL	 FY21 TARGET	 FY22 TARGET
Percent of print jobs turned around in one day	23.1%	50.0%	50.0%

Program FY22 Strategic Goals

- 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.




Public Access to Records

Measure	 FY20 ACTUAL	 FY21 TARGET	 FY22 TARGET
Percentage of financial disclosures electronically filed	N/A	96.0%	96.0%
Percentage of public land requests turned around within one day	100.0%	100.0%	100.0%
Backlog of major customer mail requests for police traffic accident reports	2,482	0	0

Program FY22 Strategic Goals

- DOR will issue and award a concession request for proposals for a vendor to digitize and maintain online for the public approximately 11 million historical genealogical records from the City Archives. These include records such as marriage, birth and death records, among others, which have only ever been available in paper form at the City Archives.
- COVID-19 restrictions permitting, DOR plans to restart public exhibits and events at the City Archives to engage and educate the public on issues of historical interest. The City Archives typically has 3-4 exhibits and 3-4 events per fiscal year.
- DOR will work with its partners Little Giant Creative and Mural Arts throughout FY22 to develop the Tribute to the Seventh Ward. This project will occur over the course of the next two fiscal years.
- DOR will continue its ongoing work to digitize and make available more deeds from prior to 1974 on its online public portal PhilaDox (approximately 1-2 years worth of deeds).

Department Administration

Measure	 FY20 ACTUAL	 FY21 TARGET	 FY22 TARGET
Percentage of contracts conformed within 60 days after contract start date	87.5%	80.0%	80.0%

Program FY22 Strategic Goals

- In collaboration with the City Treasurer’s Office, implement remote deposit safes in its central Administrative office, which will speed the deposit of revenues and free up administrative resources.

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OTHER BUDGETARY IMPACTS

Federal and State (Where Applicable)

N/A

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CONTRACTING EXPERIENCE

Please refer to attached FY22 Budget Hearing Summary Charts in section 4: Contracts Summary.

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EMPLOYEE DATA

Please refer to attached FY22 Budget Hearing Summary Charts in section 7: Staff Demographics.

LANGUAGE ACCESS

1. Provide the name of your language access coordinator, the date of your last department training, and a link to the posting of your language access plan.

Lynda Yerkov, Language Access Coordinator. The date of Records last training was April 2017. Records' Language Access Plan can be found here: [Language Access Plans | Office of Immigrant Affairs | City of Philadelphia](#).

2. Breakdown new hires and existing staff by race and language. Breakdown how many front-line personnel are trained to provide language access services.

New hires consist of two Black or African American employees, one Hispanic or Latino, and one white employee. Of the four new hires, one was hired as a bilingual employee to serve the Hispanic or Latino communities. All front-line personnel (26 employees) are trained to provide language access services.

3. How many requests for language access services did your department receive in the past year? How many language access services were delivered by staff? Breakdown language access services provided, by language, including but not limited to the language line, translation of public notices and documents, website language services, and advertisement/publication services.

Due to COVID-19 and limitations on in-person services, Records only received one language line request in FY21. As the city opens up more to in-person services, we expect this number to increase.

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

Records continues to provide Spanish language translations of resources for members of the public experiencing tangled title. The Department continues to provide a Spanish language option for its departmental services phone tree. With respect to deed fraud materials, the Department continues to provide FAQs and its Fraud Guard service tip-sheet in Spanish, Chinese (Simplified), Vietnamese, Khmer, Arabic and French, and posted them online. Records' new online portal for obtaining traffic accident reports, which went live in FY21, is translatable into Spanish, Chinese (Simplified), Vietnamese, Khmer, Russian, and French.

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?** Records does not believe climate change will increase its costs and demands.

- 3. How does your department intend to mitigate and adapt to climate change?**
 - a.** 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.
 - b.** Records will continue its efforts to assist departments in converting to electronic records to reduce paper waste.
 - c.** 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.

1. Staff Demographics Summary

Staff Demographics Summary (as of December 2020)				
	Total	Minority	White	Female
Number of Full-Time Staff	49	33	16	22
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	\$56,282	\$52,755	\$63,555	\$53,197
Average Salary, Exempt Staff	\$89,611	\$71,242	\$126,350	\$71,242
Average Salary, Executive Staff	\$116,572	\$106,795	\$126,350	\$106,795
Median Salary, Full-Time Staff	\$49,584	\$48,011	\$54,398	\$46,249
Median Salary, Exempt Staff	\$106,572	\$71,242	\$126,350	\$71,242
Median Salary, Executive Staff	\$116,572	\$106,795	\$126,350	\$106,795

2. Employment Levels

Employment Levels (as of December 2019)		
	Budgeted	Filled
Number of Full-Time Positions	55	49
Number of Part-Time Positions	0	0
Number of Exempt Positions	3	3
Number of Executive Positions (deputy level and above)	2	2
Average Salary of All Full-Time Positions	\$55,274	\$56,282
Median Salary of All Full-Time Positions	\$49,901	\$49,584

FY22 Budget Hearing Summary Charts - Records Department

3. Financial Summary by Class

Departments should delete any budget lines that have \$0 in every year (i.e. if a department has no Class 500 appropriations, actuals, or proposed appropriations, the Class 500 row

General Fund Financial Summary by Class

	FY20 Original Appropriations	FY20 Actual Obligations	FY21 Original Appropriations	FY21 Estimated Obligations	FY22 Proposed Appropriations	Difference: FY22-FY21
Class 100 - Employee Compensation	\$3,226,285	\$2,995,101	\$3,117,312	\$2,880,272	\$3,126,359	\$246,087
Class 200 - Purchase of Services	\$1,538,779	\$994,451	\$743,265	\$743,265	\$743,265	\$0
Class 300/400 - Materials, Supplies & Equipment	\$143,758	\$230,197	\$143,758	\$143,758	\$143,758	\$0
Class 500 - Contributions	\$1,456	\$1,450	\$0	\$0	\$0	\$0
	\$4,910,278	\$4,221,199	\$4,004,335	\$3,767,295	\$4,013,382	\$246,087

4. Contracts Summary

This table focuses on large professional services contracts with for-profit vendors.

"Large" is defined as exceeding \$34,000 (meaning that an RFP was required).

Departments should focus on contracts that have been conformed to date.

Any departments that have large contracts with non-profit providers are encouraged to provide board makeup information in the optional "Non-Profit Vendor Demographics" table below.

M/W/DSBE Participation on Large Professional Services Contracts

Top Five Largest Contracts, FY21

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	\$750,000	2/21/2020	7/1/2020	MBE: 20-25	32%	\$240,000	32%	\$240,000	no	no
					WBE: 20-25	0%	\$0				
					DSBE: 0	0%	\$0				
Data-Core Systems, Inc.	Incident Reports Web-Portal	\$85,000	1/24/2017	7/1/2017	MBE: 10-15	0%	\$0	0%	\$0	yes	no
					WBE: 10-15	0%	\$0				
					DSBE: 0	0%	\$0				
LRW Solutions Group, Inc.	Records Inventory	\$75,000	5/21/2020	7/1/2020	MBE: 0	100%	\$75,000	100%	\$75,000	no	no
					WBE: 0	0%	\$0				
					DSBE: 0	0%	\$0				
Information Services Partner, Inc.	Systems Management	\$38,500	5/20/2020	7/17/2020	MBE: 0	0%	\$0	0%	\$0	no	no
					WBE: 0	0%	\$0				
					DSBE: 0	0%	\$0				
Azavea Incorporated	PhillyHistory Support	\$36,000	6/21/2019	7/26/2019	MBE: 5-10	4%	\$1,440	4%	\$1,440	yes	no
					WBE: 5-10	0%	\$0				
					DSBE: 0	0%	\$0				

Non-Profit Vendor Demographics: N/A

5. Performance Measures Table

Please refer to the FY22 Budget Testimony narrative for Performance Measure data.

6. Participation Rate and Goal

The Contract Participation Goal table is for **all** contracts (Public Works, SS&E, and Professional Services, combined).

Contracts Summary (Professional Services only)						
	FY18	FY19	FY20	FY21	FY22	FY21 YTD (Q1 & Q2)
Total amount of contracts	\$1,734,516	\$1,477,954	\$1,066,788	\$1,162,094	\$1,162,094	\$143,410
Total amount to M/W/DSBE	\$518,748	\$144,500	\$358,739	\$315,000	\$315,000	\$75,000
Participation Rate	30%	10%	34%	27%	27%	52%

Total M/W/DSBE Contract Participation Goal (Public Works; Services, Supplies & Equipment; and Professional Services combined)			
	FY20	FY21	FY22
M/W/DSBE Contract Participation Goal	22%	22%	22%

FY22 Budget Hearing Summary Charts - Records Department

7. Staff Demographics

Biracial employees should be included under "Other."

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>	10	16	<i>Total</i>	0	1
<i>% of Total</i>	20%	33%	<i>% of Total</i>	0%	50%
<i>Average Salary</i>	\$54,152	\$49,004	<i>Average Salary</i>	\$0	\$106,795
<i>Median Salary</i>	\$49,037	\$46,249	<i>Median Salary</i>	\$0	\$106,795
	White	White		White	White
<i>Total</i>	15	1	<i>Total</i>	1	0
<i>% of Total</i>	31%	2%	<i>% of Total</i>	50%	0%
<i>Average Salary</i>	\$60,890	\$103,535	<i>Average Salary</i>	\$126,350	\$0
<i>Median Salary</i>	\$52,094	\$103,535	<i>Median Salary</i>	\$126,350	\$0
	Hispanic	Hispanic		Hispanic	Hispanic
<i>Total</i>	0	1	<i>Total</i>	0	0
<i>% of Total</i>	0%	2%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$0	\$42,449	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$0	\$42,449	<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>	\$66,310	\$89,289	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$66,310	\$89,289	<i>Median Salary</i>	\$0	\$0
	Other	Other		Other	Other
<i>Total</i>	0	3	<i>Total</i>	0	0
<i>% of Total</i>	0%	6%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$0	\$50,333	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$0	\$45,114	<i>Median Salary</i>	\$0	\$0
	Bilingual	Bilingual		Bilingual	Bilingual
<i>Total</i>	0	1	<i>Total</i>	0	0
<i>% of Total</i>	0%	2%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$0	\$42,449	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$0	\$42,449	<i>Median Salary</i>	\$0	\$0
	Male	Female		Male	Female
<i>Total</i>	27	22	<i>Total</i>	1	1
<i>% of Total</i>	55%	45%	<i>% of Total</i>	50%	50%
<i>Average Salary</i>	\$58,796	\$53,197	<i>Average Salary</i>	\$126,350	\$106,795
<i>Median Salary</i>	\$50,225	\$46,249	<i>Median Salary</i>	\$126,350	\$106,795

Detail for non-binary employees, if applicable: N/A

8. New Hire Information

Date range is 7/1/20 to December 2020 increment run. Detail for any hires since then can be added in the text box below the table.

New Hires (from 7/1/2020 to December 2020): N/A

Detail for new hires since December 2020, if applicable: N/A

All Staff		
	Total Number of New Hires	Spanish
Black or African American	2	
Asian		
Hispanic or Latino	1	1
White	1	
Other		
Total	4	1

Frontline Staff	
	Spanish
Black or African American	
Asian	
Hispanic or Latino	1
White	
Other	
Total	1