# RECORDS DEPARTMENT
## FISCAL YEAR 2023 BUDGET TESTIMONY

### INTRODUCTION

Good afternoon, President Clarke and Members of City Council. I am James Leonard, Commissioner of the Department of Records. Joining me today are Deputy Commissioner Tracey Williams and Budget Officer Carl Zimmerman. I am pleased to provide testimony on the Department of Records' Fiscal Year 2023 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 2023**:

Document Recording: Records will continue to provide a high level of customer service by eRecording over 90 percent of documents recorded. As part of a multi-tiered effort to combat deed fraud, Records will: (1) implement the first ever citywide community education and engagement campaign in the spring and summer of 2022; (2) 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; (3) 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. In its effort to fight tangled titles, Records will partner with the Register of Wills to: (1) do a citywide water bill insert; and (2) implement a new ordinance requirement that funeral directors be provided with a tangled title information sheet to give to their clientele.

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 7thWard Tribute, 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 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.

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## BUDGET SUMMARY & OTHER BUDGET DRIVERS

*Please refer to attached FY23 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 2023 General Fund budget totals $4,267,165, an increase of $104,672 over Fiscal Year 2022 estimated obligation levels. This increase is primarily due to an increase of six positions to help alleviate document recording backlogs and contractually negotiated wage increases.

The proposed budget includes:

- $3,364,422 in Class 100, $104,672 increase over FY22. This funding will provide the department an additional six positions for a total of 60 full-time positions to provide high quality service to the public and other city agencies.
- $758,985 in Class 200, level with FY22. This funding will continue level services for contracts and maintenance.
- $143,758 in Class 300/400, level with FY22. 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.

## STAFFING LEVELS

The department is requesting 60 budgeted positions for FY23, an increase of 6 positions over the 54 positions from FY22.

The increase is attributed to the need to hire more full-time staff in the Document Recording Program to alleviate the significant backlog in document recording and the indexing of documents, and to ensure the long-term stability and efficiency of this operation, which is governed by state law mandates. Recording volumes have increased, combined with challenges from the pandemic, greater than normal staff attrition, and delays in filling vacancies have all resulted in significant backlogs. Given that other strategies to reduce the backlogs, such as trying to hire temporary staff, have not had a significant enough impact, the most prudent course of action is to hire additional staff to ensure the long-term stability and efficiency of this operation.

## NEW HIRES

*Please refer to attached FY23 Budget Hearing Summary Charts in section 8: New Hires Information.*

## PERFORMANCE, CHALLENGES, AND INITIATIVES

### DOCUMENT RECORDING

| Performance Measure | FY21 Year-End | FY22 Target | FY23 Target |
|---|---|---|---|
| Percentage of land records electronically filed (deeds, mortgages, etc.) | 92.8% | 90.0% | 90.0% |
| Documents to be recorded will be recorded within 45 days by fiscal year end[1] | N/A | Yes | Yes |

[1]*New measure for FY23 and therefore prior year data is not available.*

### Program FY23 Strategic Goals

- In FY23, DOR will expand its free Deed Fraud Guard service to allow notaries to receive email notices when a document is recorded with their name listed as a notary. This service is critical to combating deed fraud, because notaries will learn in close to real time whether a fraudster has forged their signature and notary stamp on a fraudulent deed.
- Roll out DOR's first ever citywide public outreach media campaign to educate the public about deed fraud, with a particular focus on developing a culturally competent effort to reach those disproportionately victimized by this crime, including seniors and communities of color.
- Continue partnership with ROW to increase participation in ROW'S Probate Deferment Initiative to reduce the incidence of tangled title.

### RECORDS MANAGEMENT

| Performance Measure | FY21 Year-End | FY22 Target | FY23 Target |
|---|---|---|---|
| Number of boxes containing expired records recycled | 8,924 | 4,500 | 4,500 |

### Program FY23 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.

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## IMAGING

| Performance Measure | FY21 Year-End | FY22 Target | FY23 Target |
|---|---|---|---|
| Percentage of print jobs completed within customer deadline | 99.8% | 95.0% | 95.0% |

## Program FY23 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

| Performance Measure | FY21 Year-End | FY22 Target | FY23 Target |
|---|---|---|---|
| Percentage of financial disclosures electronically filed | 97.4% | 96.0% | 96.0% |
| Percentage of public land requests turned around within one day | 100.0% | 100.0% | 100.0% |

## Program FY23 Strategic Goals

- In FY23, DOR plans to issue and award a concession request for proposals for a vendor to digitize and maintain online records 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.
- Subject to COVID-19 restrictions, 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 FY23 to develop the Tribute to the Seventh Ward, described above. This project will occur over the course of the next two fiscal years.
- DOR will continue to digitize and make available more deeds from prior to 1974 on its online public portal PhilaDox (approximately 1-2 years worth of deeds).

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## DEPARTMENT ADMINISTRATION

| Performance Measure | FY21 Year-End | FY22 Target | FY23 Target |
|---|---|---|---|
| Percentage of contracts conformed within 60 days after contract start date | 80.0% | 80.0% | 80.0% |

## Program FY23 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.

**OTHER BUDGETARY IMPACTS**

**Federal and State (Where Applicable)**

N/A

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**CONTRACTING EXPERIENCE**

*Please refer to attached FY23 Budget Hearing Summary Charts in section 4: Contracts Summary.*

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**EMPLOYEE DATA**

*Please refer to attached FY23 Budget Hearing Summary Charts in section 7: Staff Demographics.*

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**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.**

   Records Operations Manager Lynda Yerkov is the language access coordinator.  The date of the last department training was April 7, 2022.  The link to the posting of Records' language access plan is: https://www.phila.gov/documents/language-access-plans/.

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

   Existing staff: 29 African American, 16 White, 2 Hispanic, 3 Asian, 1 Other.  Two staff are bi-lingual: English and Spanish.  New hires: 3 African American.

   35 staff have been 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.**

   203 language access services were delivered by staff, of which 200 were Spanish language in person services and 3 were Spanish language services utilizing language line telephone services.

4. **Explain what your department has done to improve language access services over the past year.**
   As a general matter, Records continues to provide a Spanish language option for its departmental services phone tree.

   Regarding Records' efforts to combat tangled title, Records continues to provide Spanish language translations of resources for those experiencing tangled title. Records has been developing with the Register of Wills Office a water bill insert to educate the public about tangled title, which will be mailed in 2022 and will include a Spanish language translation. Records has also been developing with the Register of Wills a tangled title information sheet that a new Council ordinance requires be provided to funeral directors who must provide it to their clientele. This information sheet will be translated into the most common languages spoken in the city and posted on Records' website.

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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 has posted them online. Records has also been developing the first ever citywide deed fraud education and community engagement campaign which will include translated materials and will be implemented in 2022.

Records' online portal for obtaining traffic accident reports, which went live in FY21, is translatable into Spanish, Chinese (Simplified), Vietnamese, Khmer, Russian, and French. Records is developing a new online portal for the public to obtain police incident, fire incident, and emergency medical services reports, which will be translatable in a similar manner.

## 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. Finally, the landlord has installed 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 2021) | | | | |
|---|---|---|---|---|
| | Total | Minority | White | Female |
| Number of Full-Time Staff | 51 | 35 | 16 | 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 | $56,702 | $53,066 | $64,656 | $53,877 |
| Average Salary, Exempt Staff | $101,667 | $80,000 | $145,000 | $80,000 |
| Average Salary, Executive Staff | $132,500 | $120,000 | $145,000 | $120,000 |
| Median Salary, Full-Time Staff | $49,446 | $48,087 | $52,856 | $47,639 |
| Median Salary, Exempt Staff | $120,000 | $80,000 | $145,000 | $80,000 |
| Median Salary, Executive Staff | $132,500 | $120,000 | $145,000 | $120,000 |

**2. Employment Levels**

| Employment Levels (as of December 2021) | | |
|---|---|---|
| | Budgeted | Filled |
| Number of Full-Time Positions | 53 | 51 |
| 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 | $56,118 | $56,702 |
| Median Salary of All Full-Time Positions | $49,702 | $49,446 |

**3. Financial Summary by Class**

Some departments may also want to provide financial summary tables for other funds, such as the Grants Fund.
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 should be deleted).

| General Fund Financial Summary by Class | | | | | | |
|---|---|---|---|---|---|---|
| | FY21 Original Appropriations | FY21 Actual Obligations | FY22 Original Appropriations | FY22 Estimated Obligations | FY23 Proposed Appropriations | Difference: FY23-FY22 |
| Class 100 - Employee Compensation | $3,117,312 | $2,823,021 | $3,009,970 | $3,259,750 | $3,364,422 | $104,672 |
| Class 200 - Purchase of Services | $743,265 | $705,437 | $758,985 | $758,985 | $758,985 | $0 |
| Class 300/400 - Materials, Supplies & Equipment | $143,758 | $143,372 | $143,758 | $143,758 | $143,758 | $0 |
| | $4,004,335 | $3,671,830 | $3,912,713 | $4,162,493 | $4,267,165 | $104,672 |

**4. Contracts Summary**

This table focuses on large professional services contracts with for-profit vendors.
"Large" is defined as 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, FY22

| 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 | $707,834 | 2/21/2020 | 7/1/2020 | MBE: 20-25 | 42% | $300,000 | 42% | $300,000 | no | no |
| | | | | | **WBE: 20-25** | 0% | $0 | | | | |
| | | | | | DSBE: 0 | 0% | $0 | | | | |
| Rosales LLC | Deed Fraud Marketing | $100,000 | 7/27/2021 | 12/1/2021 | MBE: 0 | 100% | $100,000 | 100% | $100,000 | yes | no |
| | | | | | **WBE: 0** | 0% | $0 | | | | |
| | | | | | DSBE: 0 | 0% | $0 | | | | |
| Data-Core Systems, Inc. | Incident Reports Web-Portal | $35,417 | 11/12/2021 | 2/1/2022 | MBE: 0 | 0% | $0 | 0% | $0 | yes | no |
| | | | | | **WBE: 0** | 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 | | | | |
| Azavea Incorporated | PhillyHistory Support | $36,000 | 6/21/2019 | 7/26/2019 | MBE: 5-10 | 0% | $0 | 0% | $0 | 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 narrative of the FY23 Budget testimony.

**6. Participation Rate and Goal**

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

| Contracts Summary (Professional Services only) | | | | | | |
|---|---|---|---|---|---|---|
| | FY19 | FY20 | FY21 | FY22 | FY23 | FY22 YTD (Q1 & Q2) |
| Total amount of contracts | $1,477,954 | $1,066,788 | $932,919 | $1,215,000 | $1,215,000 | $950,677 |
| Total amount to M/W/DSBE | $144,500 | $358,739 | $315,000 | $475,000 | $475,000 | $475,000 |
| Participation Rate | 10% | 34% | 34% | 39% | 39% | 50% |

| Total M/W/DSBE Contract Participation Goal (Public Works; Services, Supplies & Equipment; and Professional Services combined) | | | |
|---|---|---|---|
| | FY21 | FY22 | FY23 |
| M/W/DSBE Contract Participation Goal | 22% | 22% | 40% |

**7. Staff Demographics**

Totals in this table should tie out to numbers in tables 1 and 2 above.
Biracial employees should be included under "Other."
The number of employees who identify as non-binary (i.e. employees who do not identify as either female or male) should be included in the text box below the table, along with salary detail.

| Staff Demographics (as of December 2021) | | | | | |
|---|---|---|---|---|---|
| **Full-Time Staff** | | | **Executive Staff** | | |
| Male | Female | | | Male | Female |
| African-American | African-American | | | African-American | African-American |
| Total | 11 | 18 | Total | 0 | 1 |
| % of Total | 22% | 35% | % of Total | 0% | 50% |
| Average Salary | $52,439 | $50,755 | Average Salary | $0 | $120,000 |
| Median Salary | $44,612 | $47,639 | Median Salary | $0 | $120,000 |
| White | White | | | White | White |
| Total | 14 | 2 | Total | 1 | 0 |
| % of Total | 27% | 4% | % of Total | 50% | 0% |
| Average Salary | $63,229 | $74,646 | Average Salary | $145,000 | $0 |
| Median Salary | $52,856 | $74,646 | Median Salary | $145,000 | $0 |
| Hispanic | Hispanic | | | Hispanic | Hispanic |
| Total | 0 | 2 | Total | 0 | 0 |
| % of Total | 0% | 4% | % of Total | 0% | 0% |
| Average Salary | $0 | $37,994 | Average Salary | $0 | $0 |
| Median Salary | $0 | $3,944 | Median Salary | $0 | $0 |
| Asian | Asian | | | Asian | Asian |
| Total | 2 | 1 | Total | 0 | 0 |
| % of Total | 4% | 2% | % of Total | 0% | 0% |
| Average Salary | $68,367 | $91,466 | Average Salary | $0 | $0 |
| Median Salary | $68,367 | $91,466 | Median Salary | $0 | $0 |
| Other | Other | | | Other | Other |
| Total | 0 | 1 | Total | 0 | 0 |
| % of Total | 0% | 2% | % of Total | 0% | 0% |
| Average Salary | $0 | $62,713 | Average Salary | $0 | $0 |
| Median Salary | $0 | $62,713 | Median Salary | $0 | $0 |
| Bilingual | Bilingual | | | Bilingual | Bilingual |
| Total | 0 | 2 | Total | 0 | 0 |
| % of Total | 0% | 4% | % of Total | 0% | 0% |
| Average Salary | $0 | $37,994 | Average Salary | $0 | $0 |
| Median Salary | $0 | $37,994 | Median Salary | $0 | $0 |
| Male | Female | | | Male | Female |
| Total | 27 | 24 | Total | 1 | 1 |
| % of Total | 53% | 47% | % of Total | 50% | 50% |
| Average Salary | $59,214 | $53,877 | Average Salary | $145,000 | $120,000 |
| Median Salary | $51,255 | $47,639 | Median Salary | $145,000 | $120,000 |

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

**8. New Hire Information**

Date range is 7/1/21 to December 2021 increment run. Detail for any hires since then can be added in the text box below the table.

| New Hires (from 7/1/2021 to December 2021) | |
|---|---|
| | Total Number of New Hires |
| Black or African American | 3 |
| Asian | |
| Hispanic or Latino | |
| White | |
| Other | |
| Total | 3 |

Detail for new hires since December 2021, if applicable: N/A