# PhillyStat

Department of Records

January 31, 2012

## Employee of the Quarter

***Charles James***, Labor Crew Chief has done a wonderful job in this position. He is diligent, has great initiative and is very responsive to agency requests. He understands the various needs of city agencies and is particularly responsive to emergency requests. He is flexible and adaptable.

As Crew Chief, he has done a spectacular job in organizing the Records Storage Center, and as “Custodian in Chief” maintains an immaculate facility.

Although we have many times acknowledged his contributions to the Records Department, we are pleased to acknowledge him publicly.

Congratulations Charles for a job well done!

# Core Mission

Ensure that municipal records are properly created, controlled and managed for use by City agencies and the public. Carry out the functions and the duties of the county recorder of deeds. Provide access to public records.

- Department of Records

# Core Vision

- We envision the Records Department as a **model of the best customer service** – professional and courteous service in external public services as well as internal services.
- We envision the Records Department as a **state of the art information center** where the public, the business community and city agencies have convenient access to city records for which Records processes and provides. This infrastructure is a model of best practices that is replicated by others. The building blocks of stellar records management principles and practices are woven into city systems enabling city agencies to process and furnish city information in an efficient and effective manner.
- When City **records are structured, described and managed** well through their life cycle, records are furnished when needed, for as long as needed and disposed of properly.
- **Information is available** to citizens and the business community in a manner and time needed, creating a supportive environment whether conducting personal or business transactions. Customer satisfaction with this aspect of City government is rated as superior.

- Department of Records

# Strategic Direction

- Over the life of the 5 Year Plan, the Department will continue to focus on exploring and adopting tools and technologies that will improve internal work efficiencies and provide the public with convenient and timely service and access to its data.

- Department of Records

# Executive Summary

- Records has been able to meet its legal requirements despite substantial budget reductions, but this remains challenging.
- Stats and factors affecting operations
  - - Legislative Changes
    - Implementation
      - Traffic Accident Reports
      - Fee Changes  - Housing Trust Fund
  - Staff vacancies

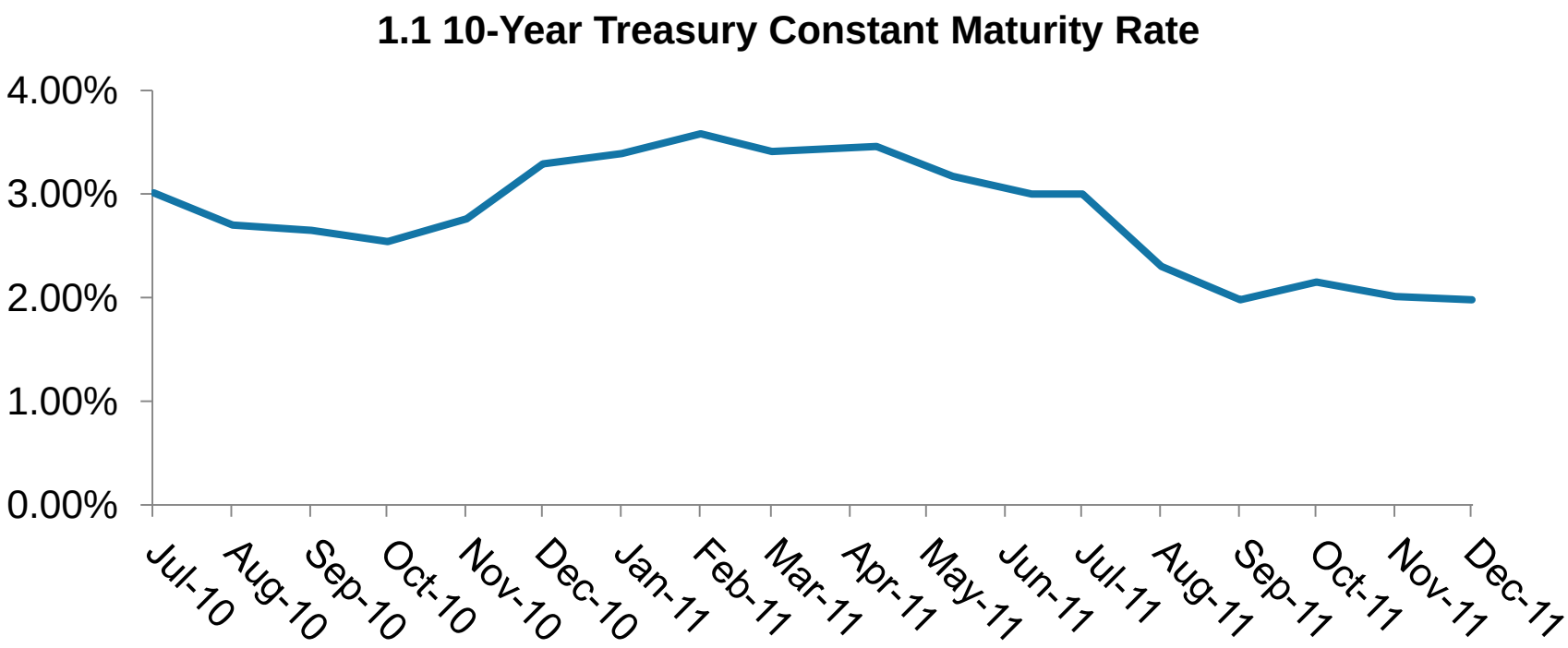
- Department of Records



phillystat.

# Department Divisions

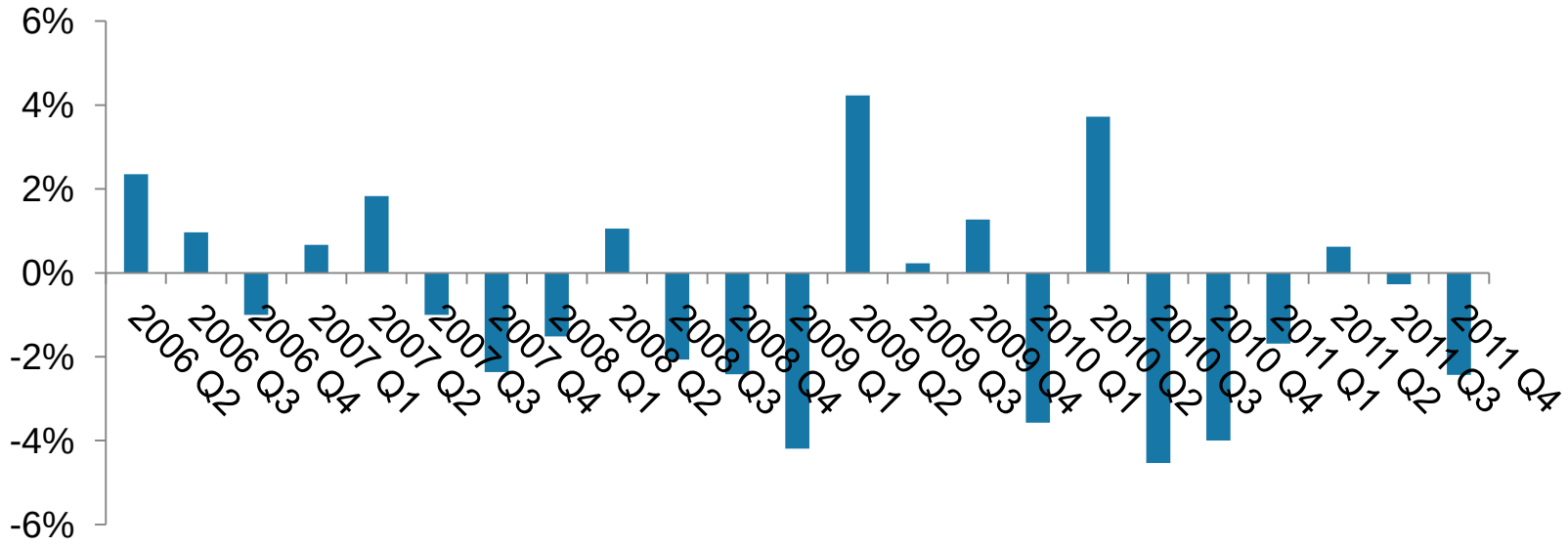
- The Records Department has five Divisions:
  - Document Recording
  - Records Management
  - Reprographics
    - Photography
  - Public Service and General Support
    - Regulations, Campaign Finance, Financial Disclosures
  - Registration




- 1.1 At the end of December 2011, the 10-year Treasury rate was 1.98%, compared to 3.29% at the end of the same period last year.
  - The 10-year Treasury Constant Maturity is the leading financial instrument for tracking fixed mortgage rates, as both have similar levels of risk.

Source: Federal Reserve

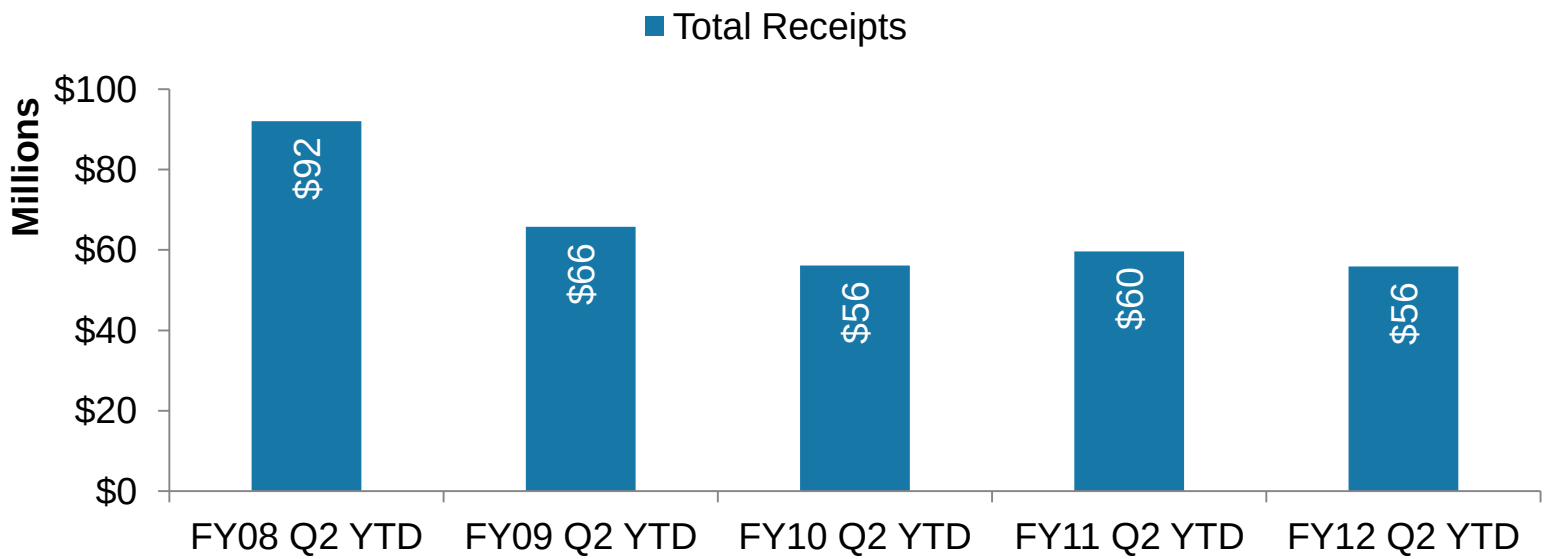
## 1.2 Philadelphia Housing Price Index
## By Calendar Year, Quarterly




- At the close of calendar year 2011, the Housing Price Index fell by 3.77%, with 2.43% decline seen from October through December alone.
- Prices for existing homes have continued to fall, with flat growth for commercial properties. This can be attributed largely to seasonality and lowered confidence in economic conditions. Despite lowering home prices, Philadelphia reported slight growth in home mortgages, including refinancings.

Sources: Housing Price Index provided by Kevin C. Gillen, PhD/Econsult Corporation, University of Pennsylvania Institute for Urban Research;,Federal Reserve Board of Governors; Federal Reserve Beige Book – January 2012

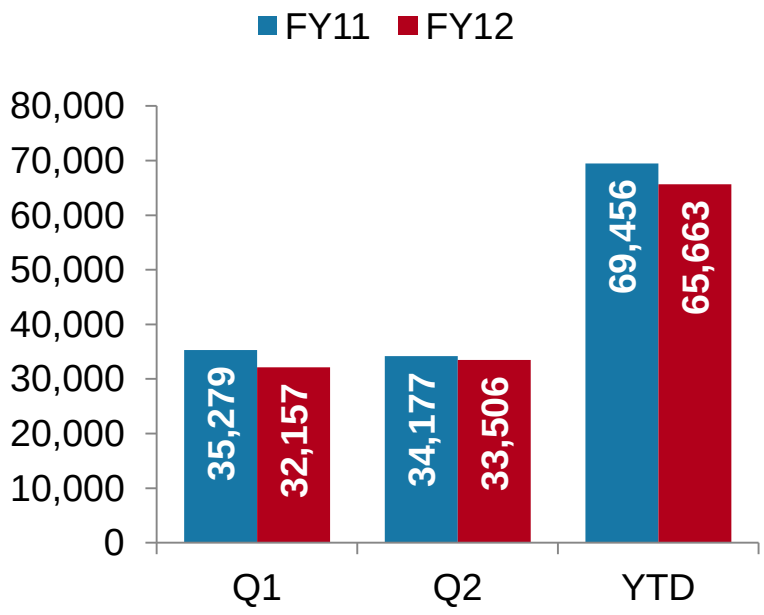
## 1.3 Total Real Estate Transfer Tax Receipts Fiscal Year to Date



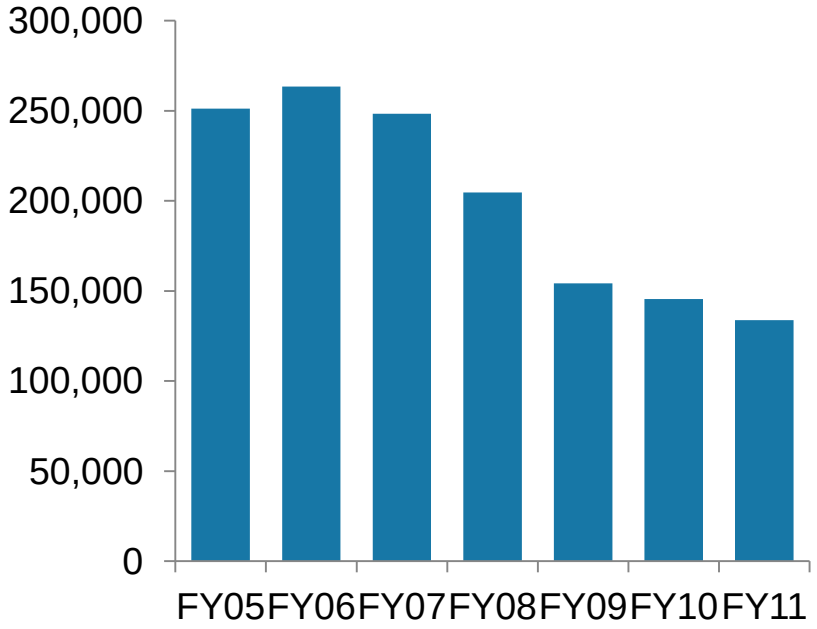

- Transfer tax receipts have decreased 6%, $3.7 million from the same period last fiscal year.
- Year to date, Records has collected an average of $59.4 million since FY09.

Source: Department of Revenue

**1.4 Total Documents Recorded Fiscal Year, by Quarter**

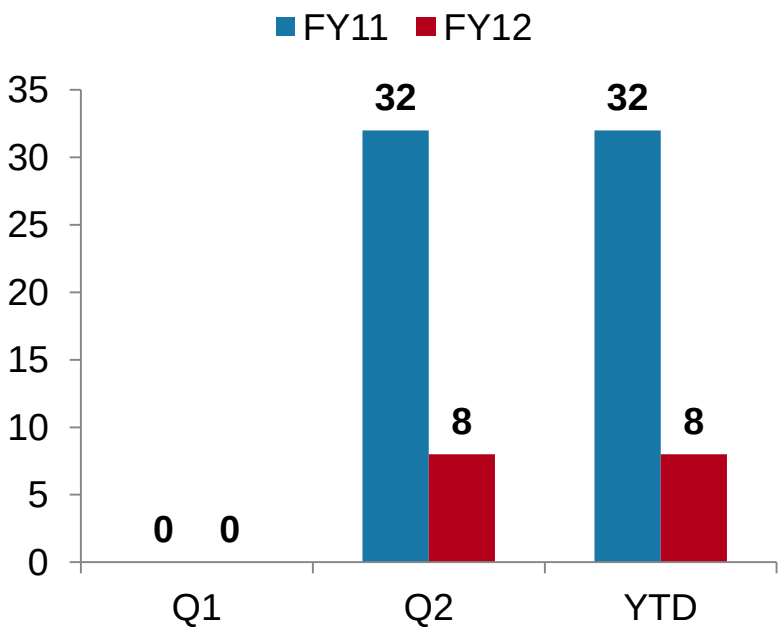



**1.5 Total Documents Recorded Fiscal Year 05-11**

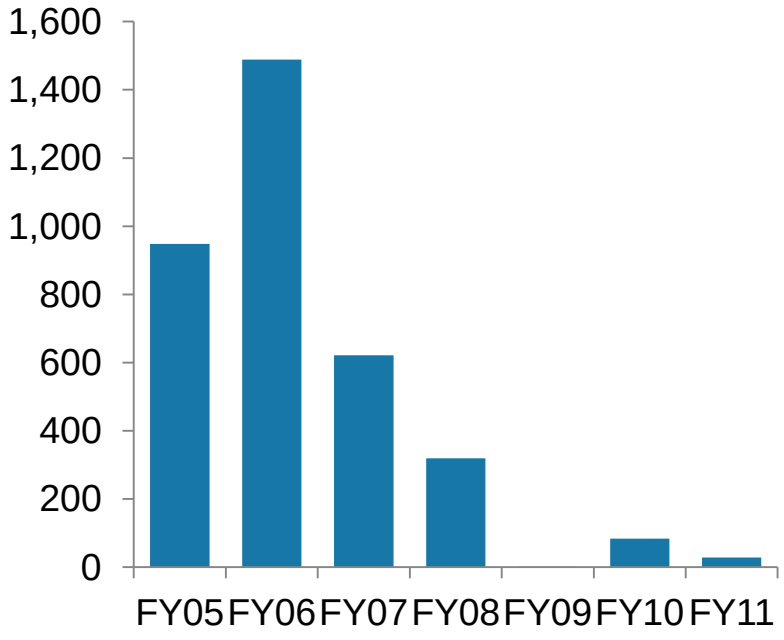



- 1.4 Year to date, total documents recorded decreased by 5% since the same period last year.
- 1.5 By the close of FY11, the total number of documents recorded have decreased by 8% since FY10, and by 49% from the FY06 level.
  - As Recorder of Deeds, the division is responsible for recording and/or filing any legal instrument connected with title to real estate in the City of Philadelphia and various other matters (e.g., notary commissions, Uniform Commercial Code, police commissions, judges commissions and oaths, military discharges, and charters for corporations doing business in Philadelphia).

**1.6 Average Number of Records Backlogged Fiscal Year, by Quarter**

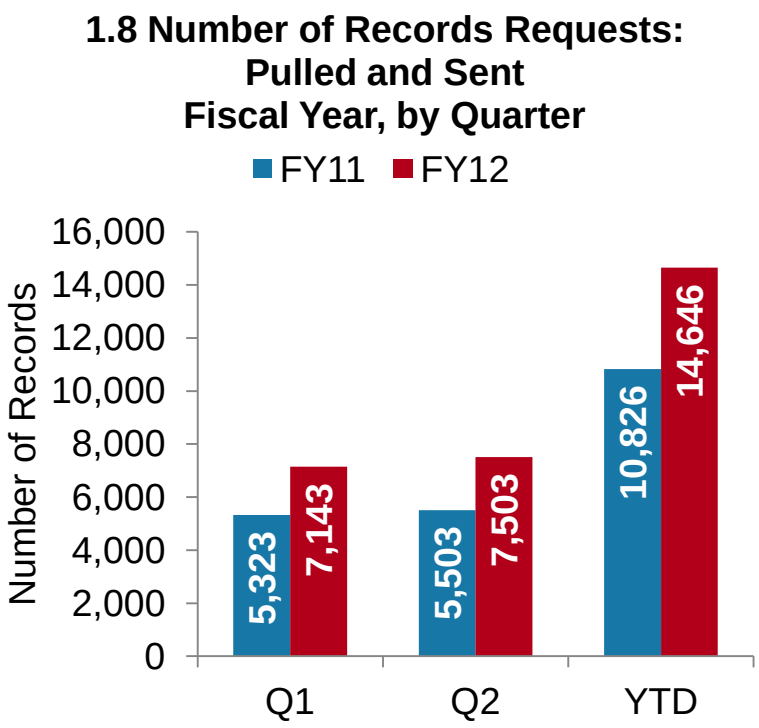


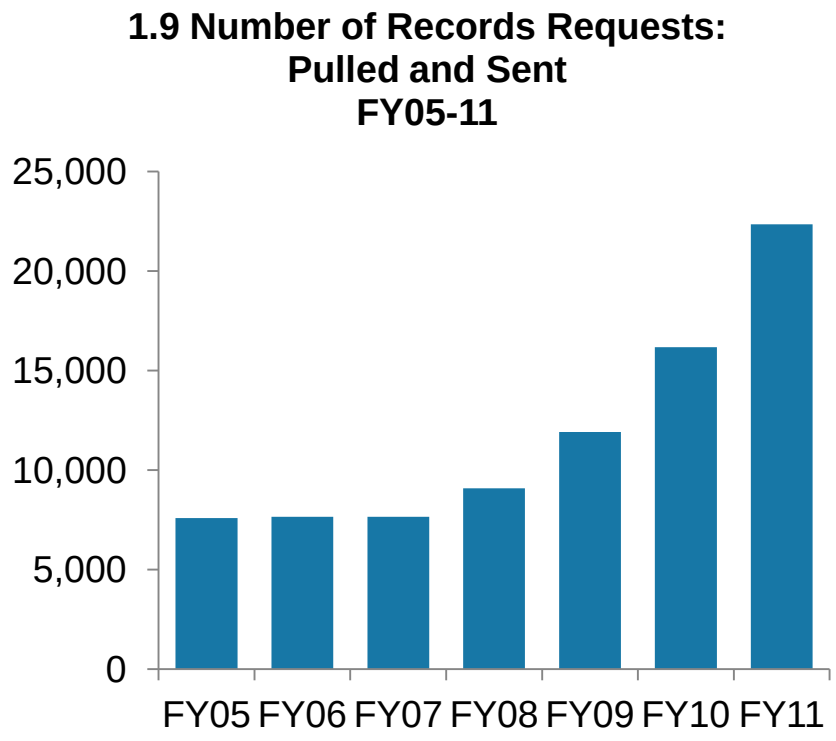

**1.7 Average Number of Records Backlogged Fiscal Year 05 – 11**




- 1.6 Year to date, average backlog decreased 75% from the same period last year. In FY11, average backlog was 28 records.
  - Backlog are documents that have not yet been recorded. They are generally completed the next day.

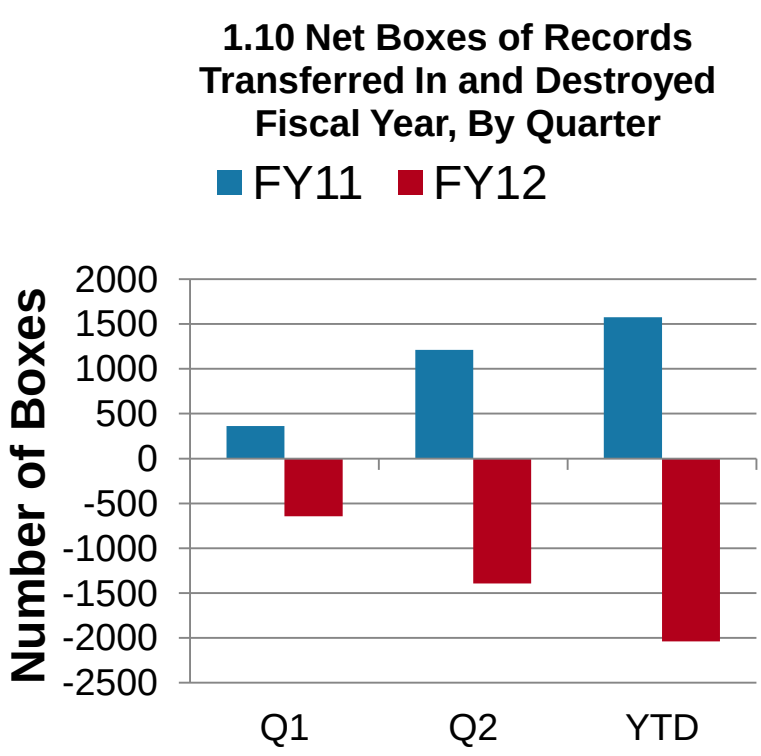
Source: Department of Records

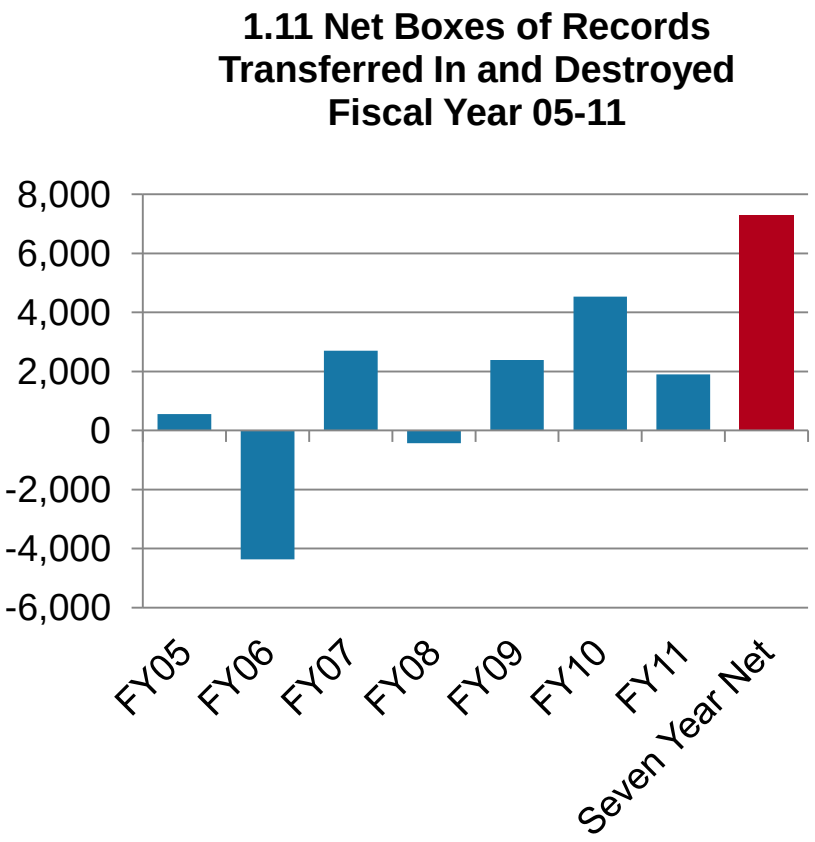



- 1.8 – Year to date, records requests have increased by 35% since the same period last year.
- 1.9 – Total records requests has increased nearly three times since FY05, year to date.

Source: Department of Records




- 1.10 – Year to date, the net number of boxes transferred in and destroyed is -2,039, showing more destructions than transfers.
- 1.10 The number of boxes transferred in Q2 year to date, were 42% of the total that needed to be destroyed.

## 1.12 Top 5 Departments that have received destruction reports and are not in compliance ***FY12 Quarters 1 and 2:***

| Department | Number of Boxes |
|---|---|
| Law Dept. Total | 5,794 |
| District Attorney-*Family Court (Juvenile)* Total | 1,243 |
| Human Services-*Child Care* Total | 423 |
| Treasurer's Office Total | 333 |
| City Representative / Department of Commerce Total | 278 |

- Nearly 90% of destruction reports were sent to the top five departments.

Note: Destruction reports are sent to departments twice per year.

Source: Department of Records

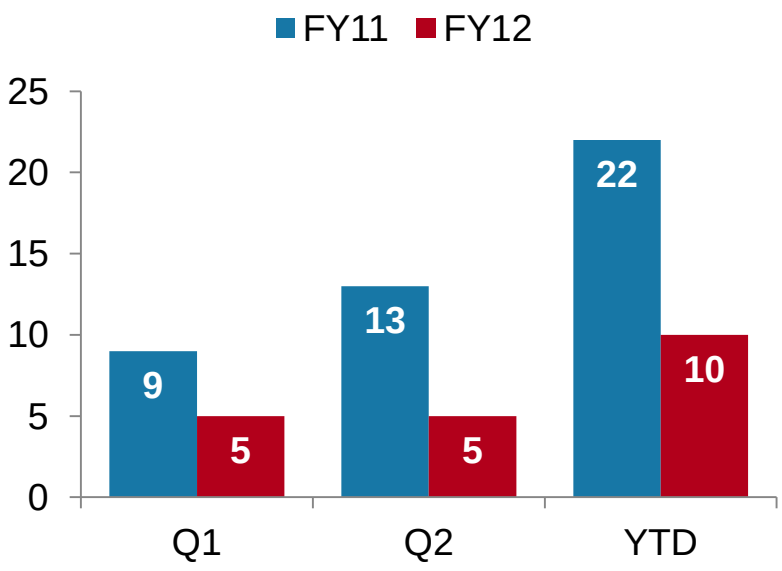
## 1.13 Year to Date Performance Summary
## Fiscal Year 12, Quarter 2

- In Quarter 2, the following Divisions met their performance targets:

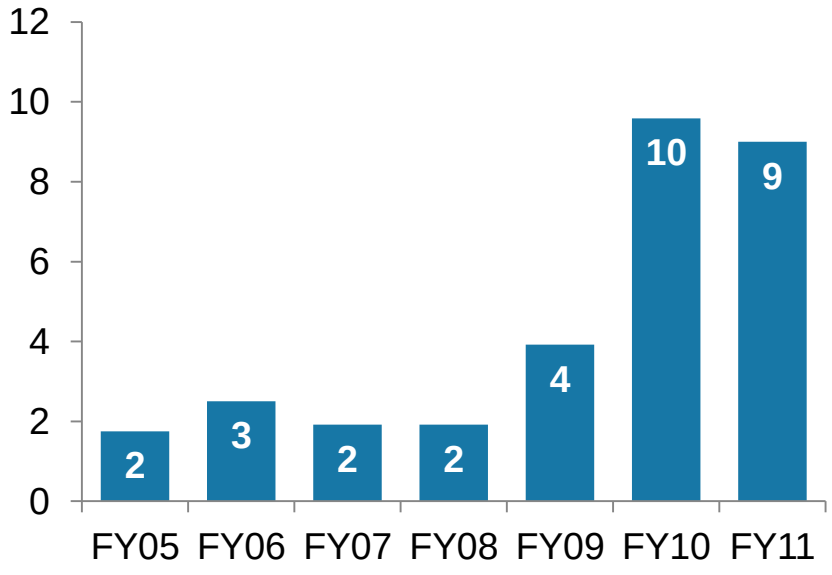
| | Service Level |
|---|---|
| **Public Records (i.e. accident and safety)** | Average turnaround is 0-3 days |
| **Public Access Interface** | Average turnaround for mail is 1 day |
| **Reprographics (Central Duplicating)** | Average turnaround time to complete a job is 1 day |
| **Photography** | Turnaround time for City Council is 2 days |
| | Turnaround time for all others is 5 days |

Source: Department of Records

**2.1 Average Number of Days to Return Documents Fiscal Year, by Quarter**




**2.2 Average Number of Days to Return Documents Fiscal Year 05 – 11**




- 2.1 – Year to date, average days to return documents have decreased by 55% from the same period last year.
- 2.2 – The average number of days to return a document has risen over the past several years, as records requests continue to increase.

Source: Department of Records

## *2.3 PhillyStat Customer Service Survey Results, FY12 Q2*
## *Scale of 1 to 5*

| FY12 | Q2 | Target |
|---|---|---|
| **Overall Satisfaction** | **4.78** | **N/A** |
| Timeliness of service delivery | 4.75 | N/A |
| Knowledge of staff | 4.78 | N/A |
| Staff is courteous | 4.79 | N/A |
| My expectations of service were met | 4.79 | N/A |
| | | |
| Surveys Sent | 1,047 | |
| Response Rate | 49.28% | |

## *2.4 Customer Service Academy*

11 employees completed training by the close of FY12 Q2.

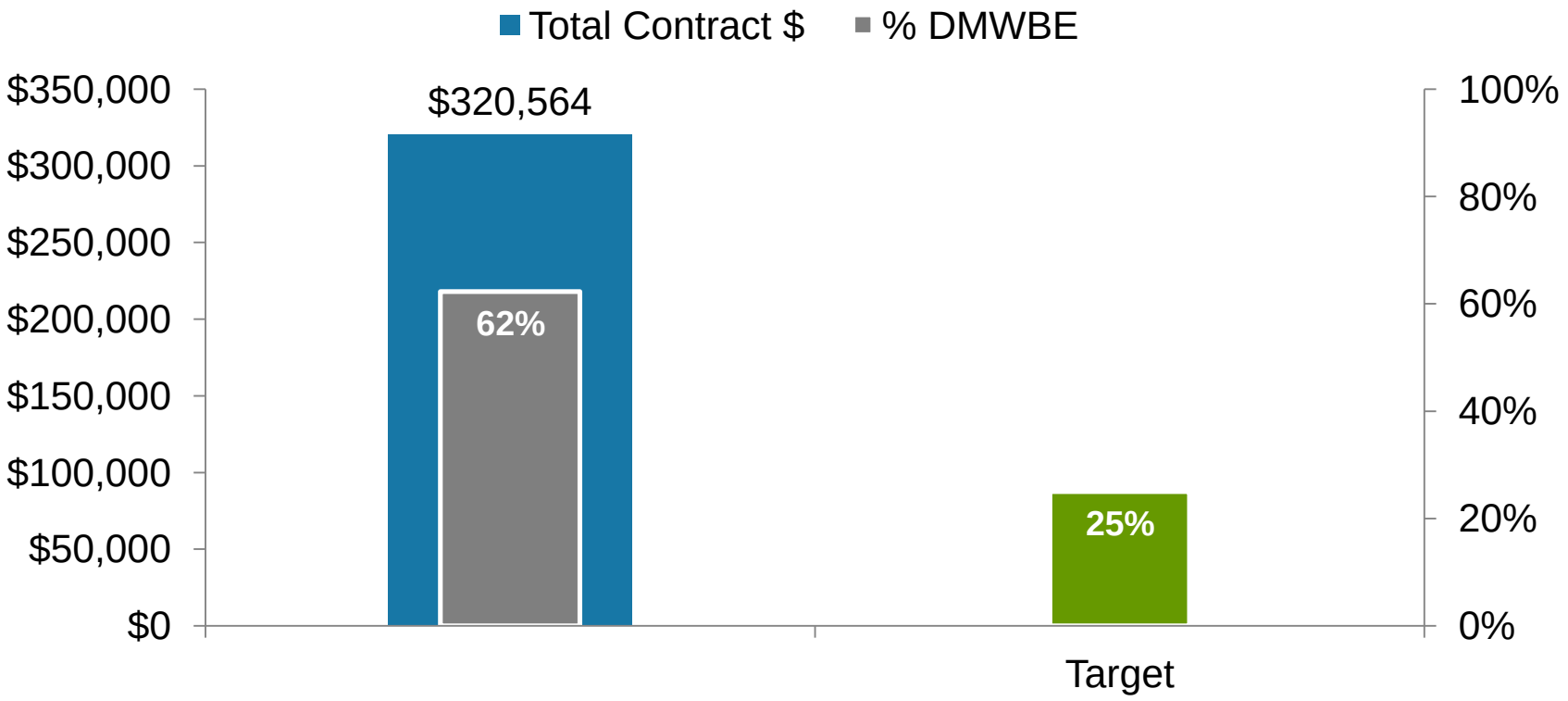
**Finance - Department of Records**

| General Fund Appropriations/Obligations | FY12 | FY12 Q2 YTD | % of FY12 Approp. Spent, YTD | % Difference from FY12 YTD Projection | | FY11 | FY11 Q2 YTD | % of FY11 Approp. Spent, YTD | % Difference from FY11 YTD Projection |
|---|---|---|---|---|---|---|---|---|---|
| Total target appropriations | 4,009,212 | 2,085,515 | | | | 4,009,212 | 2,413,952 | | |
| Total obligations | - | 2,034,148 | 51% | -2% | | - | 2,183,572 | 54% | -10% |
| *Class 100* | FY12 | FY12 Q2 YTD | | | | FY11 | FY11 Q2 YTD | | |
| Target Budget | 2,845,219 | 1,365,276 | | | | 2,845,219 | 1,381,067 | | |
| Obligations | - | 1,294,218 | 45% | -5% | | - | 1,288,363 | 45% | -7% |
| *Class 200* | FY12 | FY12 Q2 YTD | | | | FY11 | FY11 Q2 YTD | | |
| Target Budget | 1,083,779 | 682,344 | | | | 1,083,779 | 1,005,413 | | |
| Obligations | - | 706,823 | 65% | 4% | | - | 871,959 | 80% | -13% |
| *Class 300* | FY12 | FY12 Q2 YTD | | | | FY11 | FY11 Q2 YTD | | |
| Target Budget | 60,502 | 32,527 | | | | 60,502 | 22,384 | | |
| Obligations | - | 26,320 | 44% | -19% | | - | 17,850 | 30% | -20% |
| *Class 400* | FY12 | FY12 Q2 YTD | | | | FY11 | FY11 Q2 YTD | | |
| Target Budget | 18,256 | 5,368 | | | | 18,256 | 5,088 | | |
| Obligations | - | 6,503 | 36% | 21% | | - | 5,400 | 30% | 6% |
| *Class 500* | FY12 | FY12 Q2 YTD | | | | FY11 | FY11 Q2 YTD | | |
| Target Budget | 1,456 | 0 | | | | 1,456 | 0 | | |
| Obligations | - | 284 | 20% | 0% | | - | 0 | 0% | 0% |
| General Fund Overtime | FY12 | FY12 Q2 YTD | | | | FY11 | FY11 Q2 YTD | | |
| Target overtime appropriations | 195,760 | 95,984 | | | | 133,534 | 66,651 | | |
| Target overtime obligations | - | 82,096 | 42% | -14% | | - | 83,584 | 63% | 25% |
| General Fund: Non-tax Revenues* | FY12 | FY12 Q2 YTD | % of FY12 Revenues Collected, YTD | | | FY11 | FY11 Q2 YTD | % of FY11 Revenues Collected, YTD | |
| Target Non-tax | 17,990,000 | 8,506,575 | | | | 17,990,000 | 8,583,381 | | |
| Actual Non-tax | - | 7,788,270 | 43% | | | - | 7,804,787 | 43% | |
| Target Housing Trust Fund | 7,930,806 | 3,544,438 | | | | 7,930,806 | 3,776,113 | | |
| Actual Housing Trust Fund | - | 3,544,438 | 45% | | | - | 3,776,113 | 48% | |

*The Department of Records collects the following non-tax revenues: recording fees, preparation of records, commission on tax stamps, accident investigation reports, fraudulent document fee, document tech/records improve fee, county fee - Act 30 and other.

| % Diff. from FY12 Q1 Projection | |
|---|---|
| | 3% and below |
| | 4-10% |
| | 11% and above |

## 3.2 Disadvantaged, Minority, Women Business Enterprise (DMWBE) Contracts FY12 Quarter 1



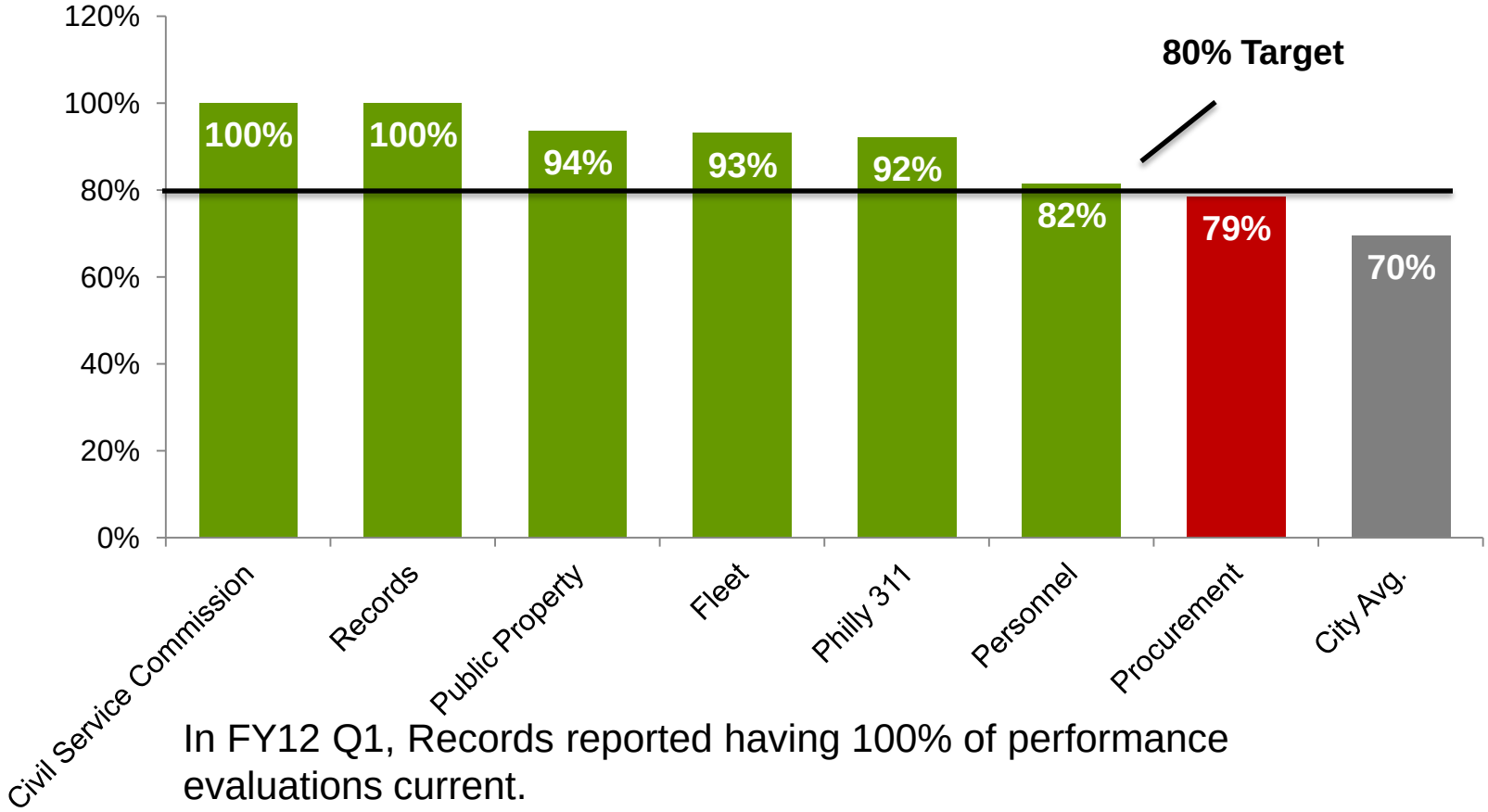

**Source: Office of Economic Opportunity**
**Note: The graph shows DMWBE contribution for FY12 Q1. As of the publication of this report, Quarter 2 updates were not yet available.**

| 4.1 Project Name, FY12 Q2 | Description | Status | Target Delivery Date |
|---|---|---|---|
| Online Records | Identify and prioritize City records to place on-line. Cost Recovery effort. | In Progress. | FY12 Q2 |
| Records Retention | Mayoral Archives | Identified as priority for Document Management | TBD |
| Citywide Initiatives | Document Management. Work Flow. | TBD | TBD |

Source: Office of Innovation and Technology

| Department of Records - Human Resources | | | |
|---|---|---|---|
| **Total Positions** | **FY12 Target** | **FY12 Q2** | **% Diff. from Target** |
| General Fund | 63 | 56 | -11% |
| **Number of Vacancies** | | | |
| General Fund | | 7 | |
| **Undocumented Sick Leave** | | | |
| Records, all funds, per capita, in days | | 0.60 | |
| City, all funds, per capita, in days | | 1.01 | |
| **Retirement Eligible (Not in DROP)** | | | |
| Genera Fund | | 10 | |
| **Retirement Eligible (Enrolled in DROP)** | | | |
| General Fund | | 12 | |

## 5.2 Percent of Civil Service Employees with Current Performance Evaluations, Shared Services vs. City Fiscal Year 2012, Quarter 1




In FY12 Q1, Records reported having 100% of performance evaluations current.

Source: Office of Human Resources
As of the publication of this report, FY12 Q2 updates are not yet available.

## 5.3 Succession Planning Timeline

| Phase | Description | Deadline | Comments/Status |
|---|---|---|---|
| Phase I | Identifying Critical Positions | 1/15/11 | Complete |
| Phase II | Determine Core Competencies for Critical Positions | Complete | Complete |
| Phase III | Identify and Evaluate Potential Successors | Complete | Complete |
| Phase IV | Generate and Implement Development Plans | Complete | Complete |
| Phase V | Develop, Monitor, Review | Complete | Complete |

Source: Records Department

# Key Challenges

- Legal Mandates vs. Reduced Resources
- Fees for Services
- Records Management in Digital Age
- E-Repository  for significant Administration Records
  - Converted  Records
  - Born Digital Records
- Aging Infrastructure
- Upcoming
  - Campaign Finance – largest cycle, year end cycle
  - Phase II - RDA Special Project

# Key Wins

- Document Recording
  - Fraudulent Conveyance – Education Committee work
  - Community Education Center Event – November 19, 2011
    - Deeds – How Can I Help?
  - Mount Moriah Research completed
- Campaign Finance
  - On-time
- Records Management / Archives
  - Research for FJD – related to Bail
  - Records Management Training session w/Law Department
  - Intern Teachers and mentors featured at Temple University – NHD
  - PhillyHistory showcased at Archival Leaders Advocate Annual Seminar NYC

# Core Mission

Ensure that municipal records are properly created, controlled and managed for use by City agencies and the public. Carry out the functions and the duties of the county recorder of deeds. Provide access to public records.

-Department of Records

# Contact Us!

For more information about PhillyStat:

- Check us out on Facebook at www.facebook.com/phillystat
- Follow us on Twitter @PhillyStat
- Find us online at www.phila.gov/phillystat
- Email us at phillystat@phila.gov

## Finance

- The City of Philadelphia's ***fiscal year (FY)*** runs from July 1st to June 30th of the following year.
- ***Total appropriations/Adopted budget*** are the total funds allocated to departments, as approved by City Council. General Fund only.
- ***Target appropriations*** is the budget amount departments anticipate spending, given their total appropriations, (i.e. fiscal quarter year to date, fiscal year). Targets are set by departments and the Budget Department in partnership. Annual targets are set after annual budget is adopted. General Fund only.
- ***Obligation*** is the total of department expenditures and encumbrances. Encumbrances are funds dedicated towards contract services.
- ***Spending classes*** included are Class 100 (Personnel), Class 200 (Purchase of services), Class 300 (Materials and supplies) and Class 400 (Equipment).
- ***Overtime*** includes regular and holiday overtime.

## Human Resources

- ***Number of full-time employees*** includes all funds for the department.
- ***Undocumented sick leave, average days*** is calculated as the total of paid and unpaid, undocumented sick leave divided by the number of employees, divided by 8 (hours in a full work day). Citywide undocumented sick leave and number of employees excludes Fire, Police, First Judicial District, District Attorney, City Commissioner, Sheriff and City Controller.
- ***Performance evaluations*** include all funds.