



PhillyStat



Department of Records

June 5, 2012



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

- 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

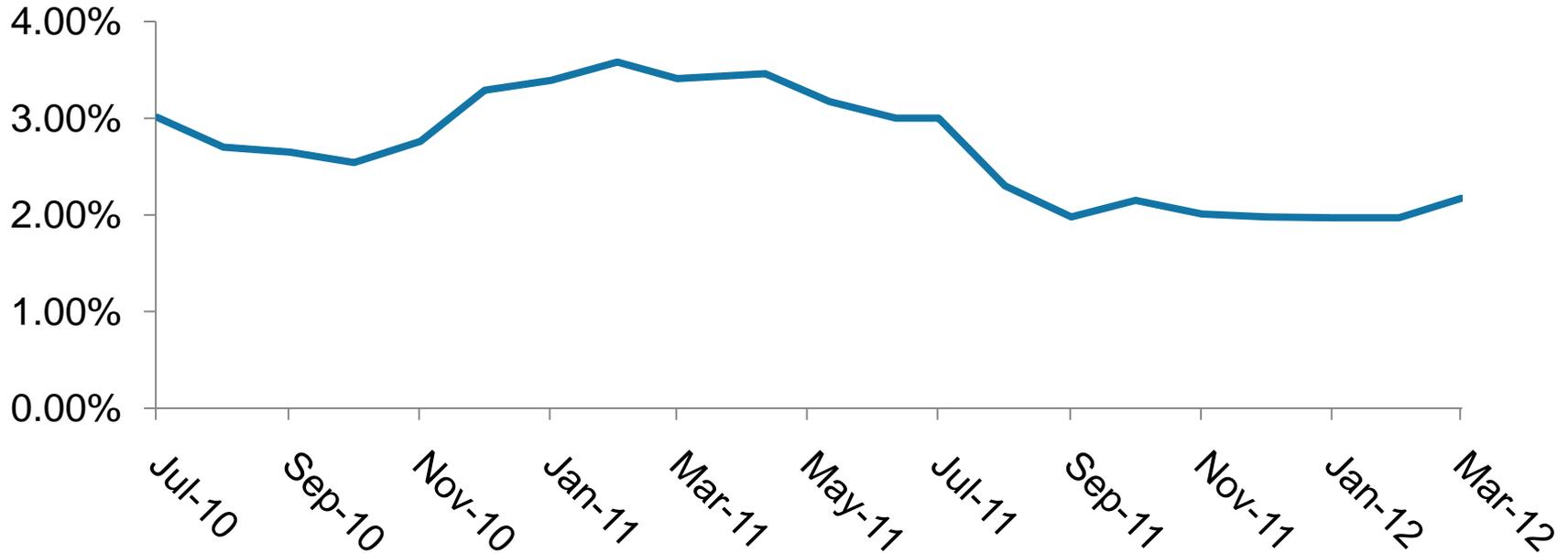
- Over the life of the 5 Year Plan, the Department will continue to focus on exploring and adopting tools and technologies that will improve internal work efficiencies and provide the public with convenient and timely service.

- Department of Records

- Records meets its legal requirements but substantial budget reductions continue to make this challenging.
- Stats and factors affecting operations
 - Successfully completed the following:
 - Legislative Changes Implemented
 - » Traffic Accident Reports
 - » Fee Changes - Housing Trust Fund
 - » Common Level Ratio Change
 - Campaign Finance – largest filing cycles
 - Financial Disclosure – Preparation for annual filing cycle
 - Department of Records

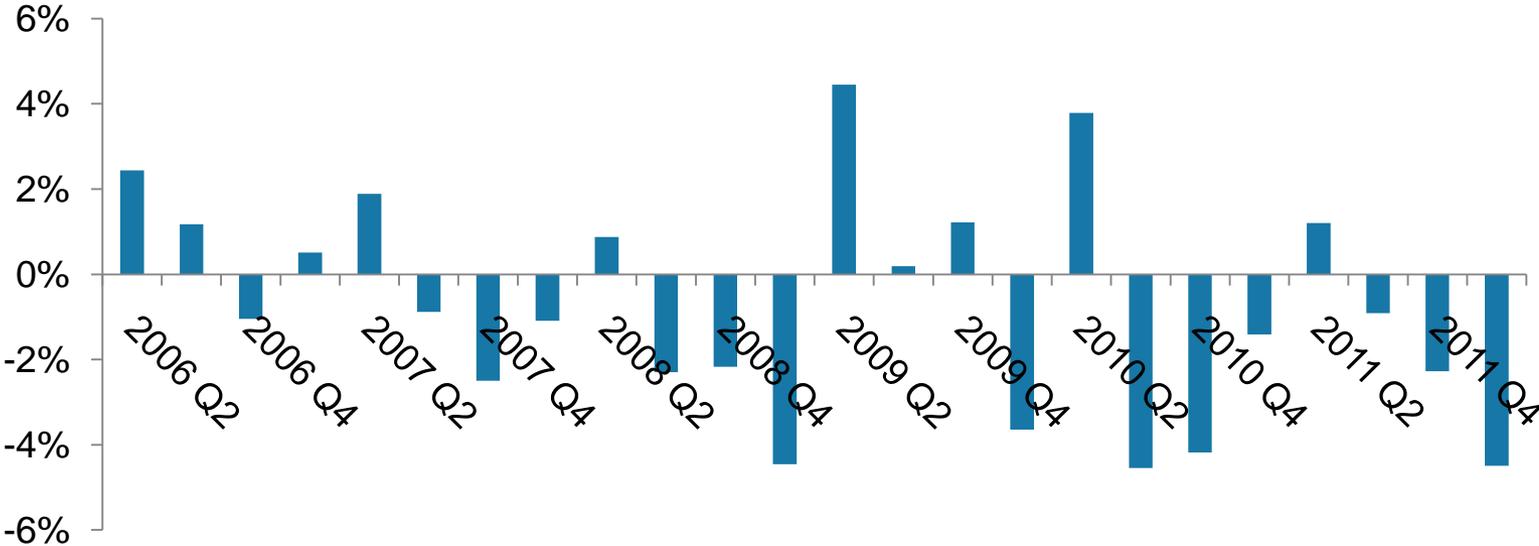
- The Records Department has five Divisions:
 - Document Recording
 - Records Management
 - Reprographics
 - Photography
 - Public Service and General Support
 - Regulations, Campaign Finance, Financial Disclosures
 - Registration

1.1 10-Year Treasury Constant Maturity Rate



- 1.1 At the end of March 2012, the 10-year Treasury rate was 2.17%, compared to 3.41% 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.

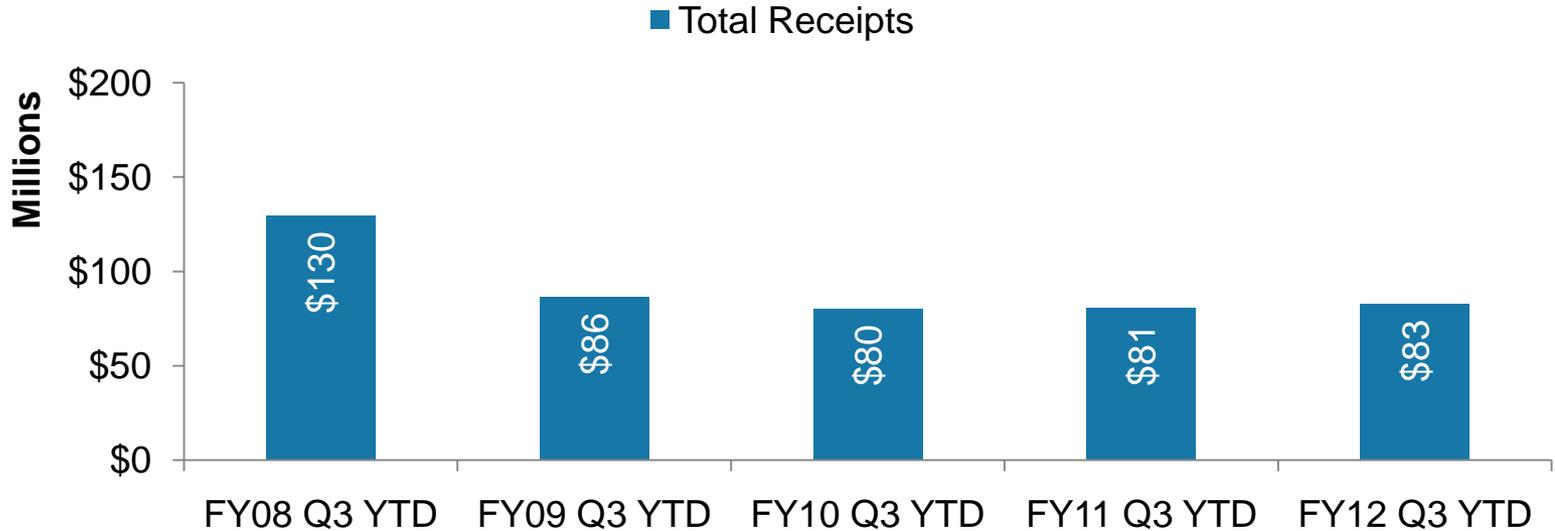
1.2 Philadelphia Housing Price Index By Calendar Year, Quarterly



- At the close of calendar year 2011, the Housing Price Index fell by 3.39%.
- 4.49% decline was seen from January to March 2012, compared to 1.41% decline during the same period last year.
- Prices for existing homes have continued to fall, as growth remains flat for commercial and industrial properties.

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 – February 2012

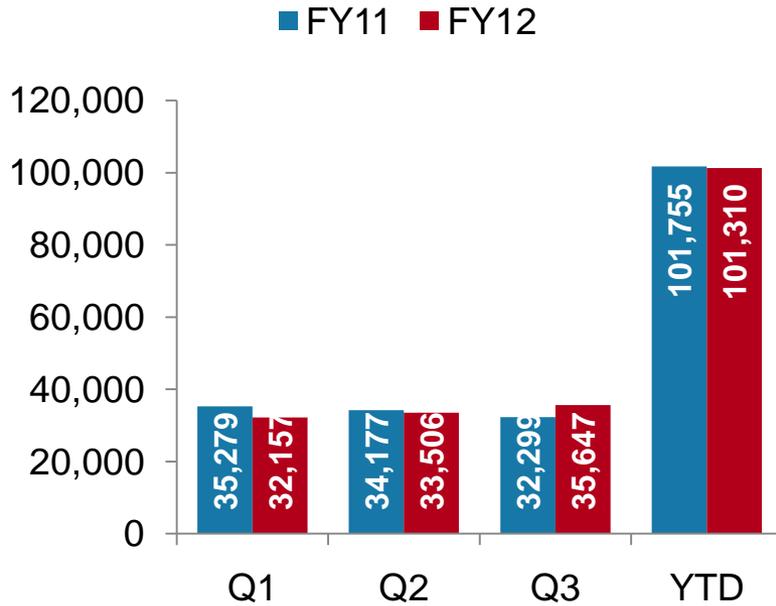
1.3 Total Real Estate Transfer Tax Receipts Fiscal Year to Date



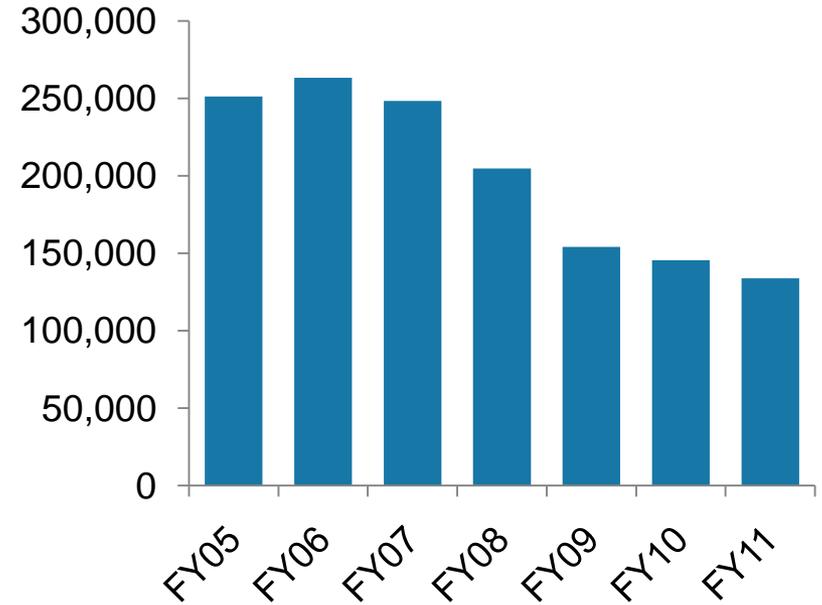
- Transfer tax receipts have increased 3%, \$2.3 million, from the same period last fiscal year.
- Since FY09, Q3 year to date, Records collected an average of \$82.5 million in transfer tax receipts.

Source: Department of Revenue

1.4 Total Documents Recorded Fiscal Year, by Quarter

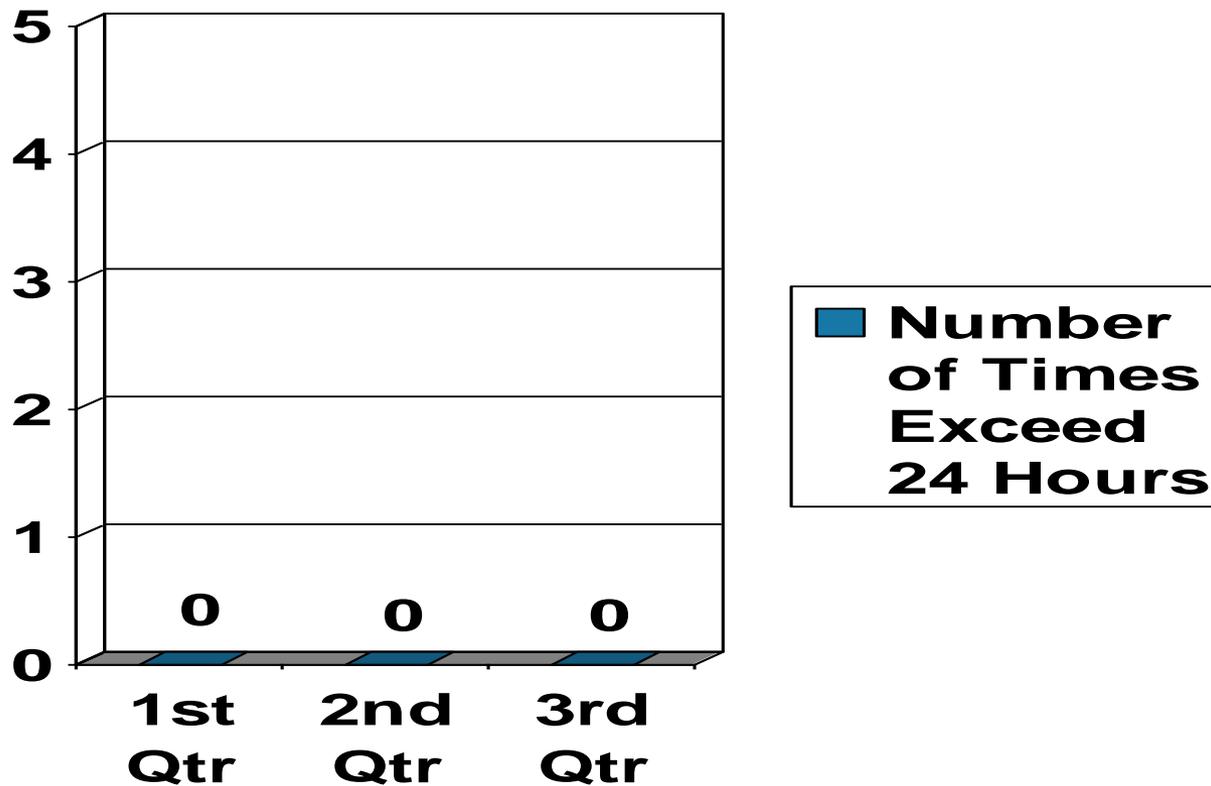


1.5 Total Documents Recorded Fiscal Year 05-11

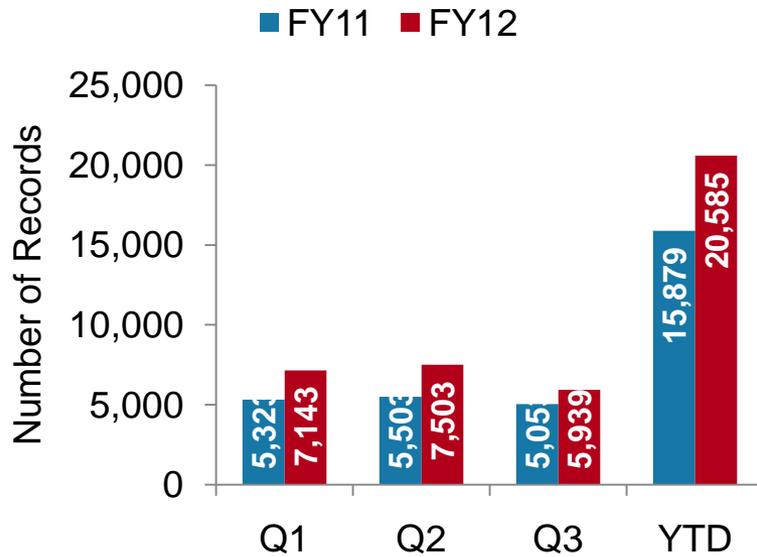


- 1.4 Year to date, total documents recorded are comparable to the same period last year.
- 1.5 By the close of FY11, the total number of documents recorded have decreased by 8% since FY10, and by 49% from the FY06 level.
 - As Recorder of Deeds, the division is responsible for recording and/or filing 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).

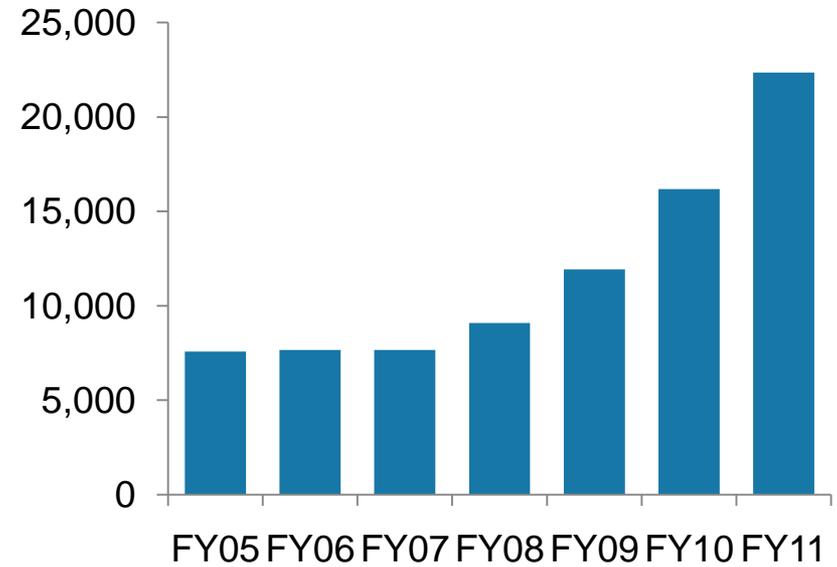
1.6 Recording Timeframe Legally Mandated



1.7 Number of Records Requests: Pulled and Sent Fiscal Year, by Quarter



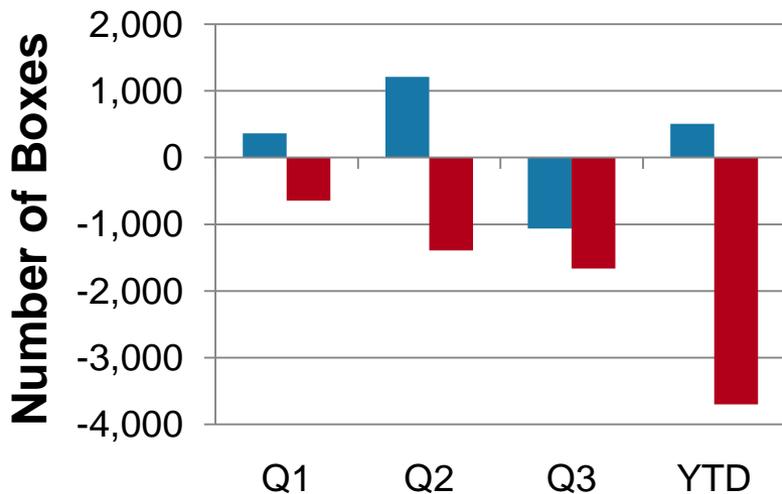
1.8 Number of Records Requests: Pulled and Sent FY05-11



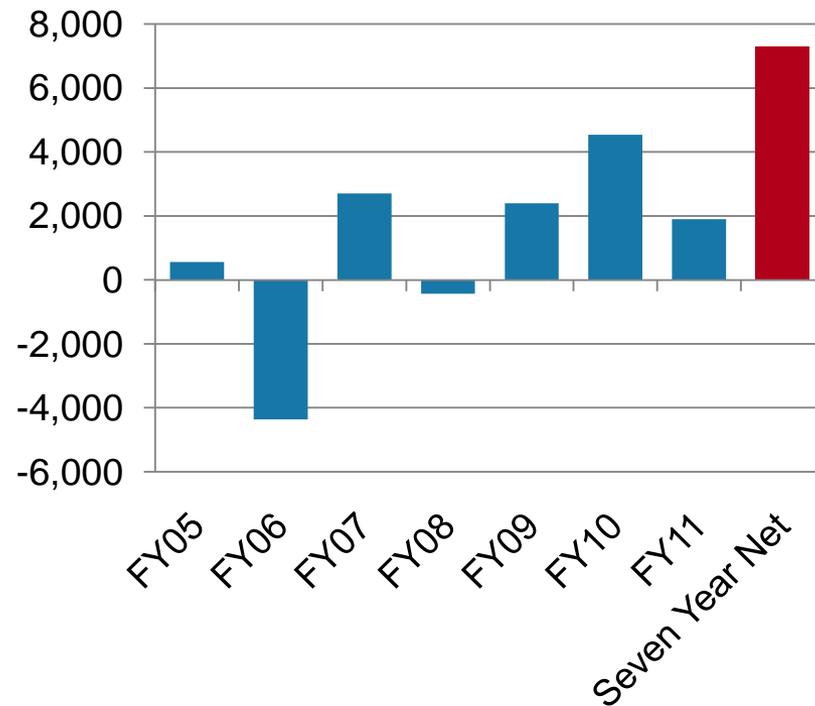
- 1.7 – Year to date, records requests have increased by 30% from the same period last year.
- 1.8 – Total records requests has increased nearly three times since FY05, year to date.

1.9 Net Boxes of Records Transferred In and Destroyed Fiscal Year, By Quarter

FY11 FY12



1.10 Net Boxes of Records Transferred In and Destroyed Fiscal Year 05-11



- 1.9 – Year to date, the net number of boxes transferred in and destroyed is -3,702, showing that Records staff is managing current box destruction needs, and backlog from previous quarters.

1.11 Top 5 Status of Destruction Report Sign-Off

Department	# of Boxes	Approved	On Hold	Outstanding	% Improvement
Law	5,794	4,021	66	1,707	70.5%
District Attorney-Family Court (Juvenile)	1,243	0	0	1,243	0%
Human Services-Child Care	428	423	0	5	98.8%
Treasurer's Office	333	0	0	333	* 0%
City Representative / Department of Commerce	278	94	117	67	75.9%

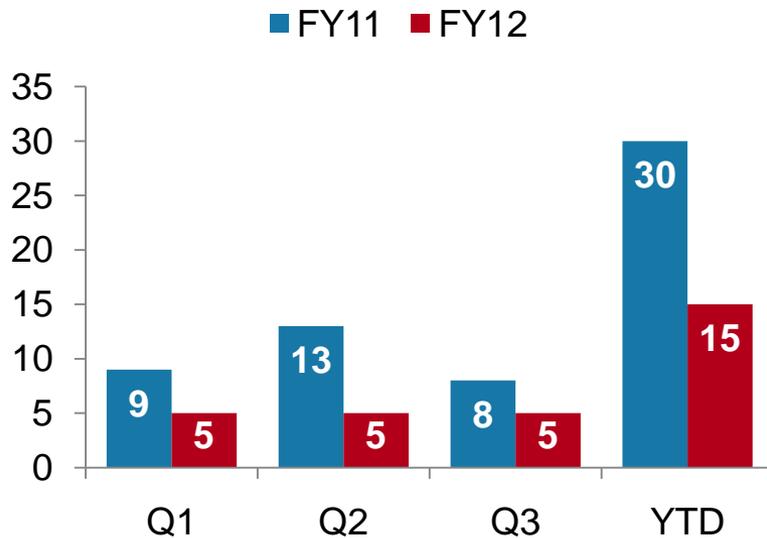
*** PLEASE NOTE:**

Treasurer's Office is aggressively addressing records management issues.

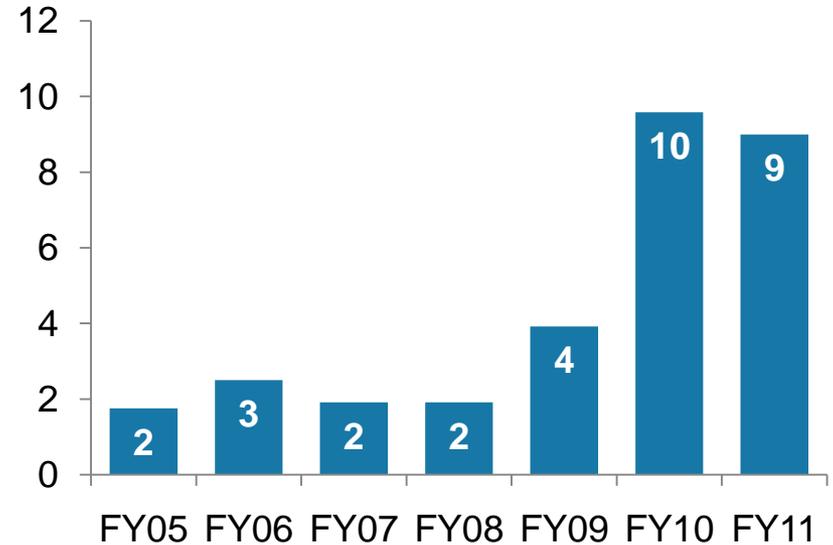
1.12 Year to Date Performance Summary Fiscal Year 2012, Quarter 3

Division	Service Level	Met Performance Target in FY12 Q3	Status
Public Access Interface	Average turnaround for mail is 1 day	Yes	1 day average
Photography	Turnaround time for City Council is 2 days	Yes	Average of less than 1 day
	Turnaround time for all others is 5 days	Yes	Average of less than 1 day
Public Records (i.e. accident, safety)	Average turnaround is 0-3 days	No	6 day average
Reprographics (Central Duplicating)	Average turnaround time to complete a job is 1 day	No	2 day average

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 50% 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.

2.3 PhillyStat Customer Service Survey Results, FY12 Q3

Scale of 1 to 5

FY12	Q3	Target
Overall Satisfaction	4.79	4.75
Timeliness of service delivery	4.77	4.75
Knowledge of staff	4.80	4.75
Staff is courteous	4.80	4.75
My expectations of service were met	4.81	4.75
Surveys Sent	1,142	
Response Rate	40.28%	

2.4 Customer Service Academy

17 employees completed training by the close of FY12 Q3.

Finance - Department of Records

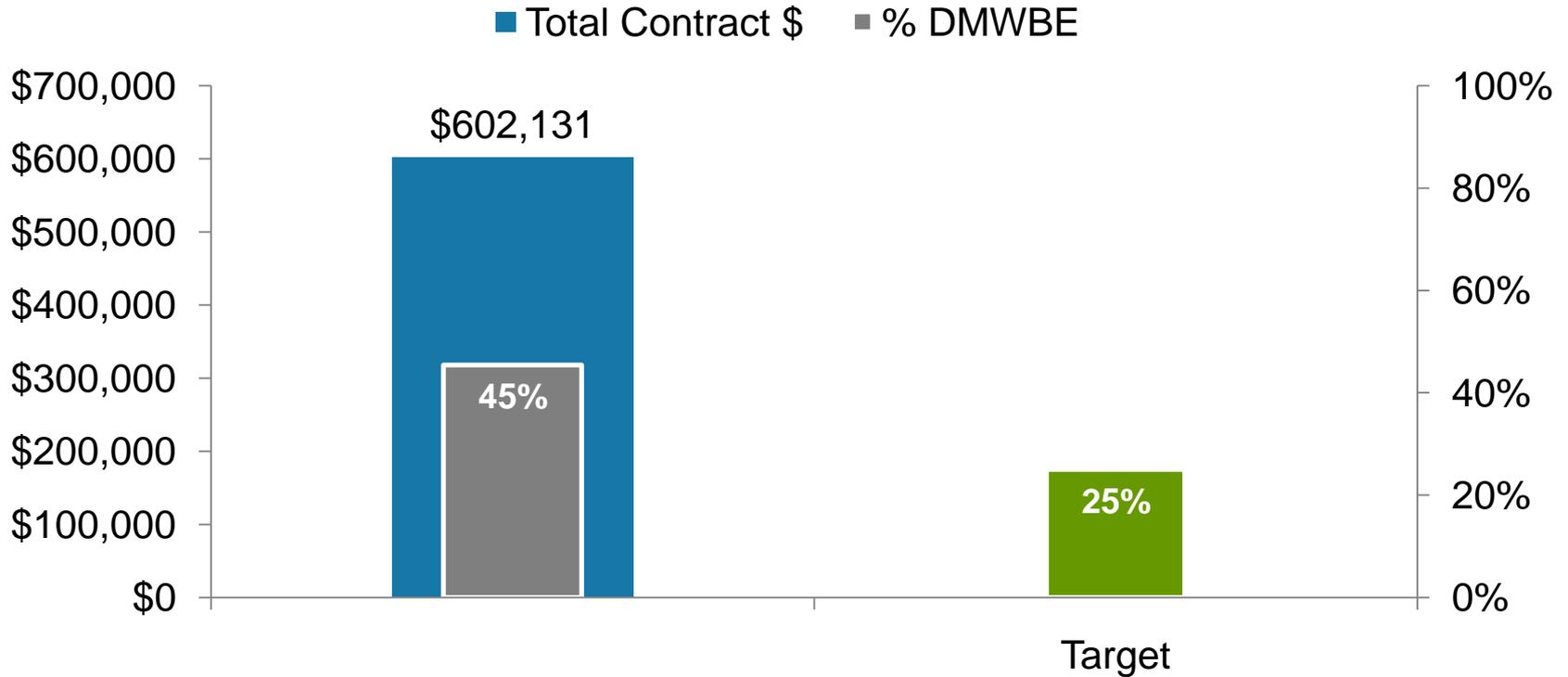
General Fund Appropriations/Obligations	FY12	FY12 Q3 YTD	% of FY12 Approp. Spent, YTD	% Difference from FY12 YTD Projection		FY11	FY11 Q3 YTD	% of FY11 Approp. Spent, YTD	% Difference from FY11 YTD Projection	
Total target appropriations	4,009,212	3,169,468				4,009,212	3,160,938			
Total obligations	-	2,967,163	74%	7%		-	2,837,367	71%	11%	
<i>Class 100</i>										
Target Budget	2,845,219	2,131,594				2,845,219	2,041,021			
Obligations	-	1,979,423	70%	8%		-	1,882,555	66%	8%	
<i>Class 200</i>										
Target Budget	1,083,779	980,626				1,083,779	1,071,999			
Obligations	-	924,831	85%	6%		-	908,425	84%	18%	
<i>Class 300</i>										
Target Budget	60,502	47,463				60,502	34,877			
Obligations	-	55,733	92%	-15%		-	38,828	64%	-10%	
<i>Class 400</i>										
Target Budget	18,256	9,285				18,256	12,241			
Obligations	-	6,612	36%	40%		-	7,559	41%	62%	
<i>Class 500</i>										
Target Budget	1,456	500				1,456	800			
Obligations	-	564	39%	-11%		-	0	0%	0%	
General Fund Overtime										
Target overtime appropriations	195,760	155,197				133,534	96,747			
Target overtime obligations	-	134,858	69%	15%		-	135,699	102%	-29%	
General Fund: Non-tax Revenues*										
	FY12	FY12 Q3 YTD	% of FY12 Revenues Collected, YTD			FY11	FY11 Q3 YTD	% of FY11 Revenues Collected, YTD		
Target Non-tax	17,990,000	13,247,952				17,990,000	13,286,688			
Actual Non-tax	-	11,740,150	65%			-	11,457,628	64%		
Target Housing Trust Fund	7,930,806	5,869,360				7,930,806	5,936,226			
Actual Housing Trust Fund	-	5,844,648	74%			-	5,497,119	69%		

*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 YTD Projection	
	0% to -3%
	-4% to -10%
	-11% and below

Sources: 10th of the Month Report, Department of Records

3.2 Disadvantaged, Minority, Women Business Enterprise (DMWBE) Contracts FY12 Quarter 3



Source: Office of Economic Opportunity

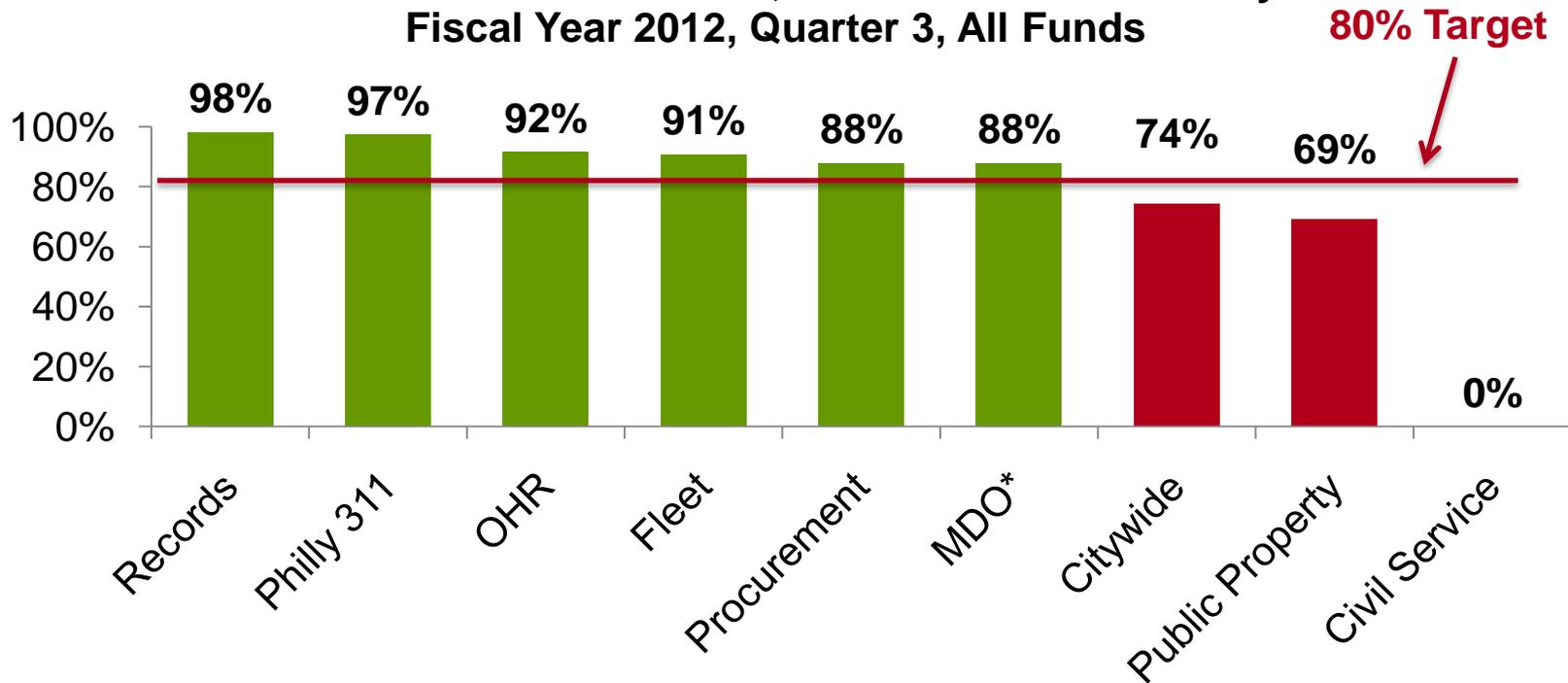
Note: The graph shows DMWBE contribution for FY12 Q3. As of the publication of this report, these numbers are preliminary and subject to change.

4.1 Project Name, FY12 Q3	Description	Status	Target Delivery Date
Online Records	Identify and prioritize City records to place on-line. Cost Recovery effort.	On Hold	TBD
Records Retention	Mayoral Archives	Identified as priority for Document Management	TBD
Citywide Initiatives	Document Management. Work Flow.	Assessment in Progress	TBD

Source: Office of Innovation and Technology

Department of Records - HR Dashboard			
Total Actual Positions		FY12 Q3	
	General Fund	59	
	Total	59	
Number of Vacancies		FY12 Q3	Vacancy Rate
	General Fund	3	5%
	Total	3	5%
Retirement Eligibles		In DROP	Not in DROP
	General Fund	13	5
	Total	13	5
	% of Actual Positions	22%	8%
Turnover (All Funds)		Turnover Rate	
	Records	2%	
Undocumented Sick Leave		Avg. Sick Leave, Per Employee, In Days	% Undocumented
	Records	0.71	33%
	Citywide	1.39	34%

5.2 Percent of Civil Service Employees with Current Performance Evaluations, Shared Services vs. City Fiscal Year 2012, Quarter 3, All Funds



Records reported the highest percentage of Civil Service employees with current performance evaluations in FY12 Q3 – 98%.

Source: Office of Human Resources. *MDO includes Philly 311.

Linda Townsel

Linda is Clerical Supervisor of the Public Service Reference Room. Linda is a great asset to the Records Department. In the words of one of our professional customers, Linda is “competent, organized, cheerful, courteous and treats all customers with equanimity”, and we wholeheartedly agree. Additionally, Linda is very compassionate and empathetic with customers, taking the time to understand their issues and help to resolve them.

Linda’s service contributions are so striking that her name was submitted for the Dilworth Award.

In addition to her work duties, Linda has successfully led the Records Department’s Combined Campaign Drive. Even during the past several years of the economic recession, Linda worked to ensure that the Department met its contribution goal. Linda also contributes to the overall City campaign by assisting in meeting arrangements and providing supporting services.

So, we congratulate Linda and thank her for her great work and service to the City of Philadelphia.



- 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 – Filing Cycle
 - Financial Disclosure – Annual Filing Cycle
 - Phase II – RDA Project In-Progress
 - Support for OPA during AVI Preparation & Implementation

- Document Recording
 - Fraudulent Conveyance – Education Committee work
 - City Council Training Session completed
 - Presented “Property Fraud” – Dept of Justice, Mortgage Fraud Committee
 - Successfully completed the following:
 - Legislative Changes Implemented
 - » Traffic Accident Reports
 - » Fee Changes - Housing Trust Fund
 - » Common Level Ratio Change
 - Campaign Finance – largest filing cycle successfully completed
 - Archives – furnished video tapes for movie about Bill Cosby

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



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.
- ***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.
- ***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.