



Department of Records September 5, 2012 – Internal Report



About PhillyStat

- PhillyStat is the City of Philadelphia's performance management program, led by the Managing Director and the Finance Director. During PhillyStat meetings, the Mayor or a Core Team member reviews progress towards the Mayor's strategic goals and individual departmental performance. There are two types of PhillyStat meetings: Ops and Outcomes. This presentation is for a PhillyStat Ops meeting.
- At PhillyStat Ops meetings, a single department reviews their operations with a member of the Mayor's Cabinet. Performance is reviewed in five areas: departmental operations, customer service, finances, technology and human resources. These meetings are held quarterly.

Structure of Presentation

- The presentation begins with the department's core mission and a logic model, both which are useful for readers who are not as knowledgeable about what the department does.
- Each of the five sections (Operations, Customer Service, Finance, Technology, and People) have a summary dashboard of key performance measures and explanatory measures.
- Explanatory measures help explain movement in performance measures. For example, the number of employees and number of vehicles managed by the Office of Fleet Management impact the Office's operational performance measures.
- The presentation ends with brief explanations of the department's key challenges and wins for the quarter, and recognizes an employee of the quarter.

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.

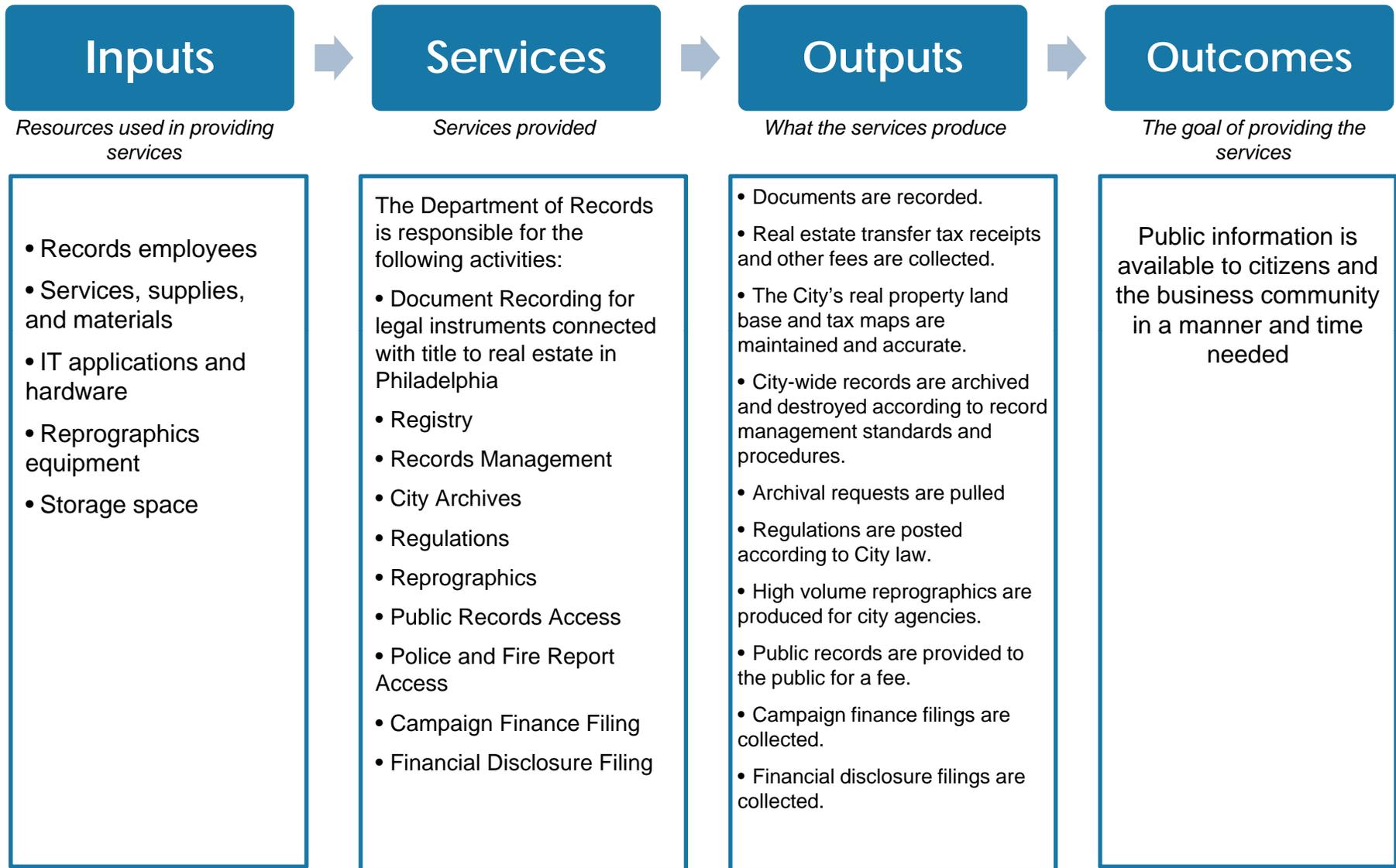
- Department of Records

- 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.

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Logic Model

A logic model is a representation of how an activity (such as a service, project, program, or policy) is intended to produce particular results, also known as outcomes. They also help identify key operations measures.

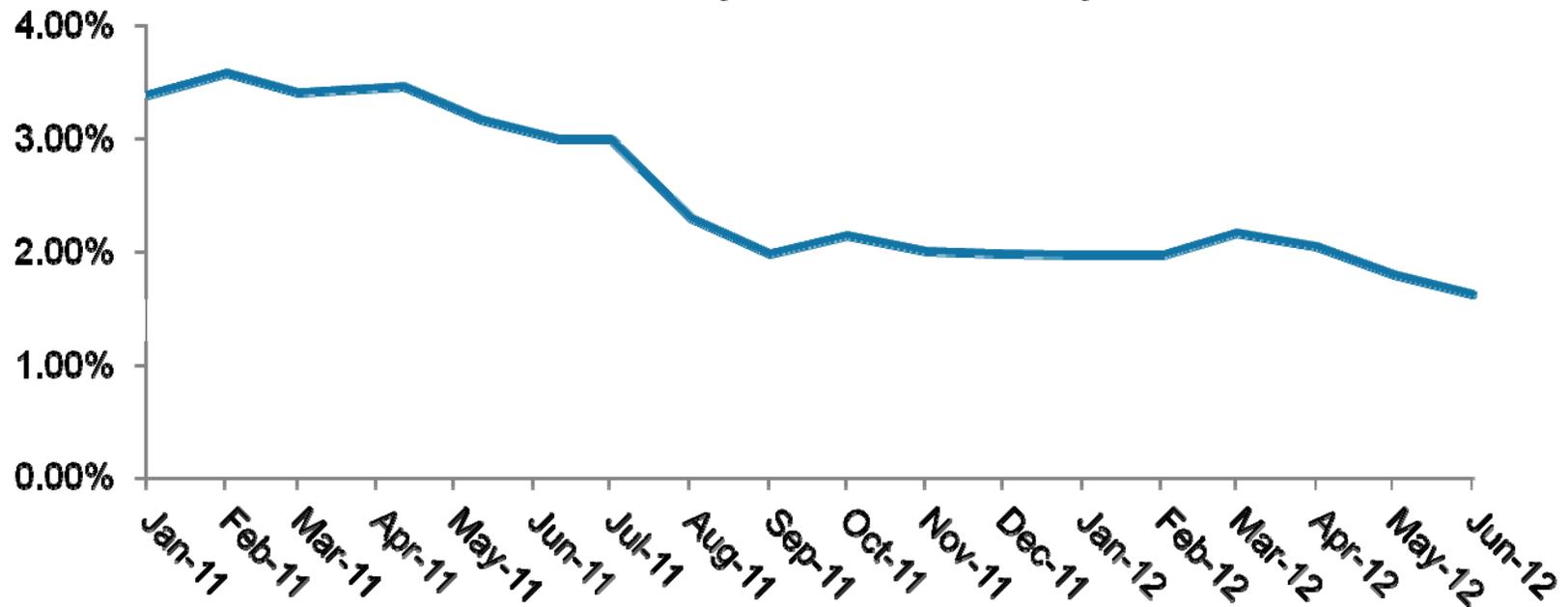


- Over the life of the 5 Year Plan, the Department will continue to focus on exploring and adopting tools and technologies that will improve internal work efficiencies and provide the public with convenient and timely service.

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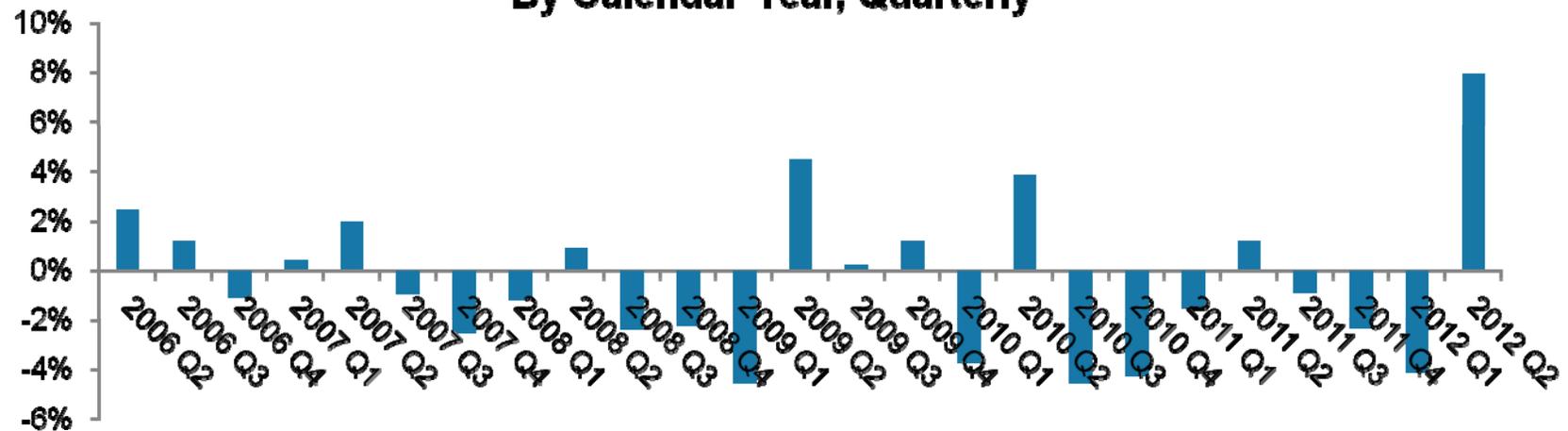
- Records is driven by legally mandated services
 - There are no discretionary programs / initiatives
- During FY 12
 - Campaign Finance
 - 100% of 8,602 documents e-filed
 - Financial Disclosure Statements
 - 83.8% of 4,315 statements e-filed
 - Document Recording
 - 54.5% of documents e-recorded\
 - Phillyhistory
 - 24.135 increase in unique visitors
 - 25.13% increase in total visitors

1.1 10-Year Treasury Constant Maturity Rate



- After some stabilization during the fall and winter months, the 10-year Treasury rate has trended downward between April and June. In June, the rate fell 1.38 percentage points from the same period last year.
 - The 10-year Treasury Constant Maturity is the leading economic indicator for tracking fixed mortgage rates, as both have similar levels of risk.

1.2 Philadelphia Housing Price Index By Calendar Year, Quarterly



- Housing prices increased by nearly 8% during April, May and June, compared to the previous quarter. Compared to the same period last year, prices increased by 0.30%.
- Philadelphia and surrounding suburbs reported an increase in housing prices during calendar year Quarter 2:
 - Delaware County: 7.2%
 - Montgomery County: 5.1%
 - Chester County: 4.2%
 - Bucks County: 1.9%

Sources: Housing Price Index provided by Kevin C. Gillen, PhD/Econsult Corporation, University of Pennsylvania Institute for Urban Research; Federal Reserve Board of Governors; Alan J. Heavens. "Home Prices Rise in Philadelphia Suburbs", *Philadelphia Daily News*. August 18, 2012.

1.3 Summary Operations Dashboard

Logic Model	Service	Indicator	Annual Target	Previous Quarter			Current Quarter	Previous Fiscal Year	Current Fiscal Year
				FY12 Q1	FY12 Q2	FY12 Q3	FY12 Q4	FY11 YTD	FY12 YTD
Output	Public service – transfer tax	City Real Estate Transfer Tax Receipts	N/A	\$35.6 million	\$24.9 million	\$26.9 million	\$31.7 million	\$116.4 million	\$119.2 million
	Documents recording	Total Documents Recorded - Annually	139,000	32,157	33,506	35,647	37,432	133,778	138,742
	Documents recording	Number of Times Did Not Meet Legally Mandated Timeframe (24 hours)	0	0	0	0	0	0	0
	Records management	Number of Records Requests Pulled and Sent - Annually	20,500	7,143	7,503	5,939	4,706	22,349	25,291
	Records management	Net Boxes of Records Boxes Transferred in and Destroyed – Net Annually	500	-645	-1394	-1663	-1467	1,902	-5,169

- Records continued to meet the legal mandate of recording documents within 24 hours.
- FY12 year-end collections for real estate transfer tax, showed a 2% increase from FY11. This is largely attributable to mortgage rates that have remained relatively steady at lowered rates.
- The volume of documents recorded increased 3% from last fiscal year.
- The number of records pulled and sent increased 13% from last fiscal year.
- Records reported a negative net number of boxes destroyed.

1.4 Top 5 Status of Destruction Report Sign-Off

Department	# of Boxes	Agency Approvals	On Hold	Outstanding	% Improvement
Health	1,020	1,020	0	0	100%
Licenses & Inspections	924	924	0	0	100%
Prisons	574	574	0	0	100%
Judgment & Petitions	424	424	0	0	100%
Law	324	324	0	0	100%
Police	0	100	0	100	0%

Source: Department of Records.

Note: Updates are provided twice per year, at the end of the second and fourth fiscal quarters.

1.5 Service Level Agreements (SLA's)

Logic Model	Service	Indicator	Annual Target	Current Quarter				Previous Fiscal Year	Current Fiscal Year
				FY12 Q1	FY12 Q2	FY12 Q3	FY12 Q4	FY11 YTD	FY12 YTD
Output	Public Access	Avg. turnaround for mail (in days)	1	1	1	1	1	1	1
	Photography	Turnaround time for City Council (in days)	2	0	0	0	0	0	0
	Photography	Turnaround time for all others (in days)	5	0	0	0	0	0	0
	Public Records	Avg. turnaround (in days)	0 to 3 days	0 to 2 days	0 to 3 days	0 to 3 days	0 to 2 days	0 to 2.3 days	0 to 2.5 days
	Reprographics/Central Duplicating	Avg. turnaround time to complete a job (in days)	1	1	1	2	1	1	1.5



2.1 Summary Customer Service Dashboard

Logic Model	Service	Indicator	Annual Target	Current Quarter				Previous Fiscal Year	Current Fiscal Year
				FY12 Q1	FY12 Q2	FY12 Q3	FY12 Q4	FY11 YTD	FY12 YTD
Output	Document Recording	Maximum Average Number of Days to Return Documents	7	5	5	5	4	9	5
	Customer Service Academy	Number of Employees Who Have Completed Training – cumulative	20	0	11	17	27	3	27
	Survey	Number of Surveys Sent	4,000	N/A	1,047	1,142	1,057	N/A	3,246
Outcome	Survey	Customer Service Survey: Overall Service Satisfaction	4.75	N/A	4.78	4.79	4.79	N/A	4.79
	Survey	Customer Service Survey: Timeliness of Service Delivery	4.75	N/A	4.75	4.77	4.77	N/A	4.76
	Survey	Customer Service Survey: Knowledge of Staff	4.75	N/A	4.78	4.80	4.79	N/A	4.79
	Survey	Customer Service Survey: Staff is Courteous	4.75	N/A	4.79	4.80	4.80	N/A	4.80
	Survey	Customer Service Survey: My Expectations of Service Were Met	4.75	N/A	4.79	4.81	4.80	N/A	4.80
	Survey	Survey Response Rate	23%	N/A	50%	40%	29%	N/A	38%

¹Records began reporting in PhillyStat results for a customer satisfaction survey in FY12 Q2.



3.1 Department Budget Dashboard

Fiscal Year 2012 – July 2011 to June 2012

Previous Fiscal Year 2011
July 2010 to June 2011

3.1 General Fund Appropriations/Obligations	FY12 Current Target Budget	FY12 Projected Obligation	Target Budget minus Projected Obligation	% Difference	FY11 Target Budget	FY11 Annual Obligation	Target Budget minus Annual Obligation	% Difference
Total General Fund	\$3,884,212	\$3,830,598	\$53,614	1%	\$4,009,212	\$3,971,789	\$37,423	1%
Class 100	\$2,720,219	\$2,666,804	\$53,415	2%	\$2,710,219	\$2,685,625	\$24,594	1%
Class 200	\$1,083,779	\$1,083,779	\$0	0%	\$1,083,779	\$1,071,108	\$12,671	1%
Class 300	\$60,502	\$65,540	(\$5,038)	-8%	\$115,502	\$107,576	\$7,926	7%
Class 400	\$18,256	\$13,218	\$5,038	38%	\$98,256	\$106,024	(\$7,768)	-7%
Class 500	\$1,456	\$1,257	\$199	16%	\$1,456	\$1,456	\$0	0%
Overtime	\$203,198	\$179,212	\$23,986	13%	\$137,812	\$205,753	(\$67,941)	-49%

Legend % Diff. from YTD Projection	
	0% and above
	-1% to -3%
	-4% and below

Source: 10th of the Month Report

3.2 Summary Finance Dashboard (cont.)

Revenues	FY12 Estimate	FY12 Actual	% Difference Estimate vs. Actual	FY11 Estimate	FY11 Actual	% Difference Estimate vs. Actual
Non-Tax Revenue	\$17,990,000	\$15,793,426	-12%	\$17,990,000	\$15,133,518	-16%
City RTT	\$118,706,208	\$118,712,730	0%	Combined with All Other Recording Revenue	\$115,813,373	N/A
State RTT	\$37,777,067	\$36,802,351	-3%	Combined with All Other Recording Revenue	\$37,703,879	N/A
All Other Recording Revenue	\$11,430,804	\$11,582,530	1%	\$167,914,079	\$10,280,608	N/A
TOTAL REVENUE	\$185,904,079	\$182,891,037	-2%	\$185,904,079	\$178,931,378	-4%

Legend % Diff. from YTD Projection	
	0% and above
	-1% to -3%
	-4% and below

4.1 Project Name, FY12 Q4	Description	Status	Target Delivery Date
Online Records	Identify and prioritize City records to place on-line.	On Hold	TBD
Records Retention	Mayoral Archives	Identified as priority for Document Management	TBD
Citywide Initiatives	Document Management. Work Flow.	City Plans Task Force forming.	TBD
Official Payments	Upgrade	In Progress	September

Source: Office of Innovation and Technology, updated 8/23/12.

5.1 Staff Availability

The following set of metrics provide information on the availability of staff to perform the work of the department.

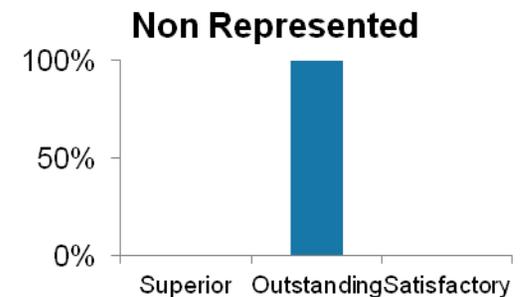
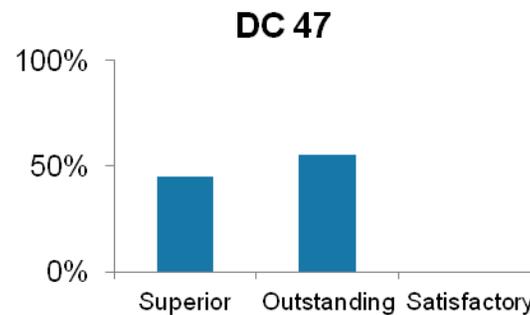
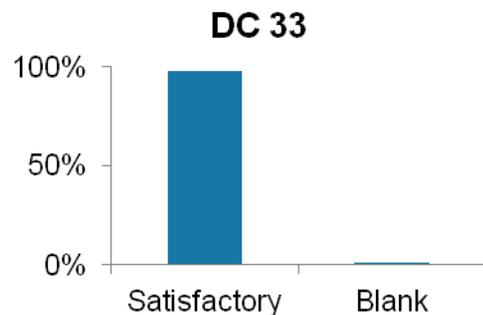
	FY12 Q4	FY11 Q4	Comments
Number of budgeted positions	63	63	• Records was budgeted for the same number of employees as last fiscal year. Zero vacancies were reported during Quarter 4.
Number of vacant positions	0	2	
Average undocumented sick leave, per employee (in days)	0.48	0.69	• The average amount of undocumented sick leave taken per employee decreased significantly from the same time last year, to just under half a work-day.
#/% of Employees Retirement Eligible – In DROP	13, 21%	13, 21%	
#/% of Employees Retirement Eligible – Not in DROP	7, 11%	7, 11%	
Turnover	N/A	N/A	

5.2 Staff Performance

The following metric shows if the department is current with performance evaluation, important documents for staff growth and development.

	Target	FY12 Q4	FY11 Q4	Comments
Percent of Employees with Current Performance Evaluations	80%	98%	88%	• The number of Records Civil Service employees with current performance evaluations exceed the target by 18 percentage points, and by 10 percentage points from last year.

Performance Rating Distribution (Percent of evaluations by category for union and non-representative civil service employees)



Employee of the Quarter

Records Provides:

Reprographic services for city agencies through its Central Duplicating Unit

During FY 12, the unit produced 18,174,213 Central Duplicating Services (# of units of service)

6,792,754 Additional Docutech Services (# of units of service)

On-time and to specifications

Congratulations to a great team!



Key Challenges

- Legal Mandates vs. Reduced Resources and Staffing
- Fees for Services vs. budget & resources
- Records Management in Digital Age
- E-Repository for significant Administration Records
 - Converted Records
 - Born Digital Records
- Aging Infrastructure

- RDA – Special Inventory Project
 - Phase II completed, Phase III in-progress
- OPA – Tangled Title / Homestead Exemption
- Other Special Projects
 - City Planning
 - Recreation Dept
 - Phillyhistory

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.