Department of Records

February 14th, 2013

Introduction

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.

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

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.

Inputs

Resources used in providing services

- Records employees
- Services, supplies, and materials
- IT applications and hardware
- Reprographics equipment
- Storage space

Services

Services provided

The Department of Records is responsible for the following activities:

- Document Recording for legal instruments connected with title to real estate in Philadelphia
- Registry
- Records Management
- City Archives
- Regulations
- Reprographics
- Public Records Access
- Police and Fire Report Access
- Campaign Finance Filing
- Financial Disclosure Filing

Outputs

What the services produce

- Documents are recorded.
- Real estate transfer tax receipts and other fees are collected.
- The City's real property land base and tax maps are maintained and accurate.
- City-wide records are archived and destroyed according to record management standards and procedures.
- Archival requests are pulled
- Regulations are posted according to City law.
- High volume reprographics are produced for city agencies.
- Public records are provided to the public for a fee.
- Campaign finance filings are collected.
- Financial disclosure filings are collected.

Outcomes

The goal of providing the services

Public information is available to citizens and the business community in a manner and time needed

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.

- Department of Records

Executive Summary

- Busy!
- Land Records
  - Land Bank
  - Data – Streets, Center City District, The Reinvestment Fund
- Records Management
  - DHS, Fire, Court (Bail), Civil Service Commission
  - 3101 Market – Transition Plan from PPA to API
- Archie's
  - Research Project, Mayor, King & Queen of Sweden Visit

Key Wins

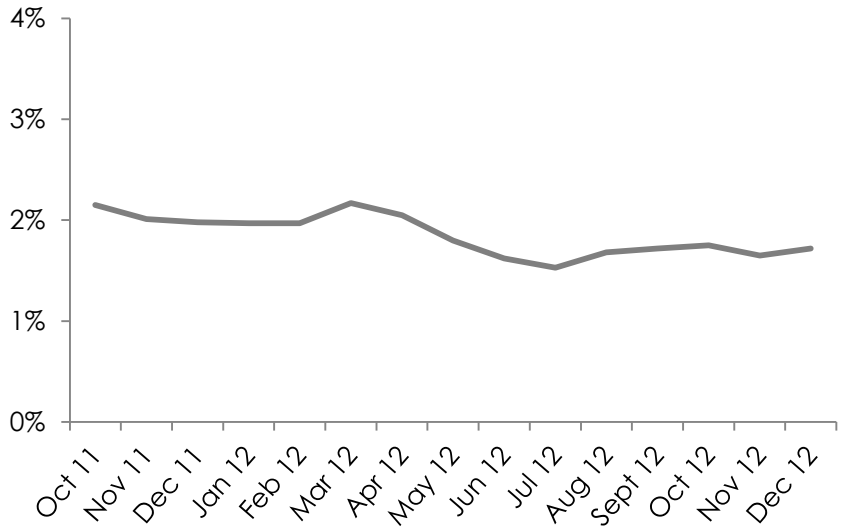
- PhilyVIP Award (March)
  - Philadelphia volunteers for the Indigent (Non-Profit)
    - For services provided by Records to the agency and its clients
    - Partnership – Non-Profits / The Reinvestment Fund

Key Challenges

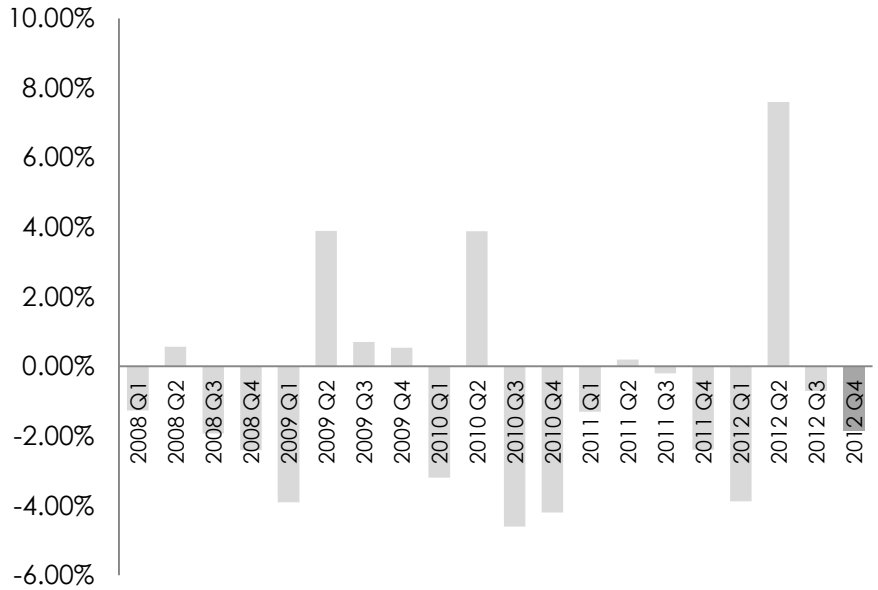
- Increasing service requests
- Reduced budget – 50%
- Increasing product cots

Indicators for the Local Housing Market

1.1 10 Year Treasury Constant Maturity Rate



1.2 Philadelphia Housing Price Index, Quarterly

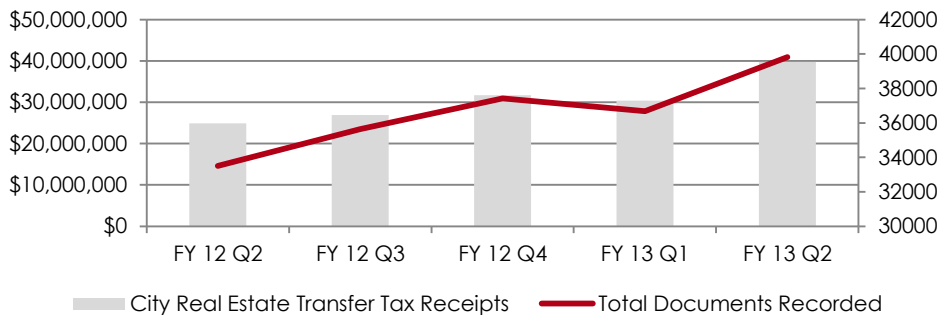


- The local housing market drives the volume of document recording transactions completed by the Records department, the core service the department provides.
- The 10-year Treasury rate dipped 0.1% from October to November, and rose .07% from November to December. In December, the rate fell .26 percentage 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.

Sources: Figure 1.1 - Federal Reserve
Figure 1.2 - Econsult Corporation

Document Recording

Transaction Volume



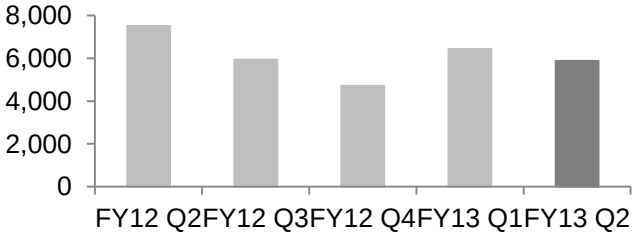
Performance Metric	Current Quarter	Target
Number of times did not meet legally mandated time frame of recording documents in 24 hours	0	0

*Department of Records is on pace to meet its annual target of 139,000 records recorded with its FY13 Q2 performance (39,824 recorded)

Records Management

Volume

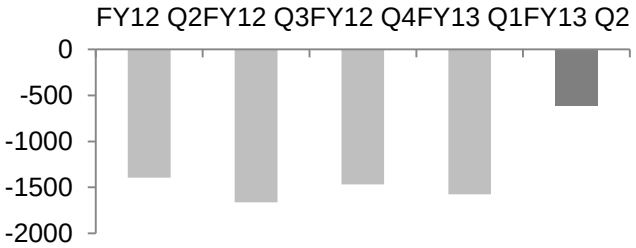
Number of Stored Records Pulled and Sent to Agencies



*Department of Records is on pace to meet its FY13 annual target of 20,500

Net Records Stored

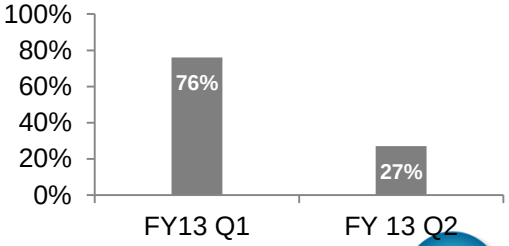
Number of boxes transferred in minus boxes destroyed



*Department of Records is on pace to meet its FY13 annual target of a net of 500 records transferred in

Retention Schedule Compliance

Percent of scheduled boxes approved for destruction

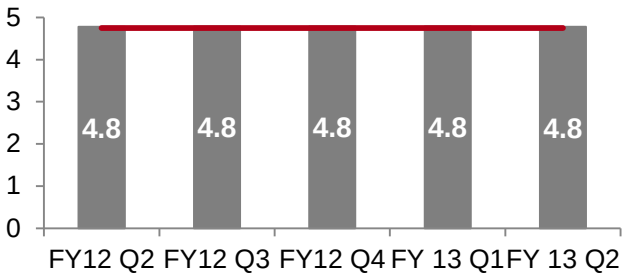


Volume – All Other Services

Logic Model	Service	Indicator	FY 13 Q1	FY 13 Q2
Output	Registry	Number of Changes made to the City's real property database	9,772	10,246
	Reprographics	Number of Reprographic services completed	4,414,239	3,599,934
	Police and Fire Reports	Number of Reports Requested	17,131	15,752
	Campaign Finance Filing	Number of Campaign Finance Filings YTD	503	1,436
	Financial Disclosure Filing	Number of financial disclosure forms filed	48	7
	Financial Disclosure Filing	Percent of financial disclosure forms filed electronically for calendar year	86.2%	86.2%
	Multiple	Revenue Collected from Other Sources	$7.8 million	$8.3 million

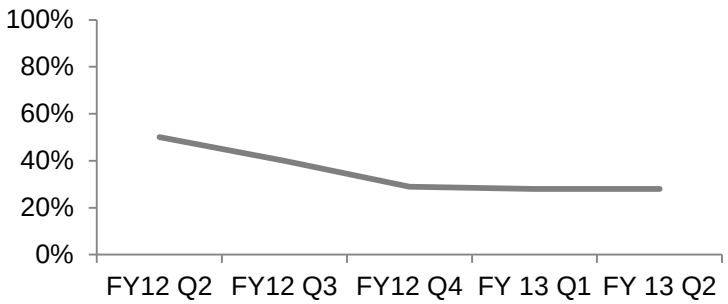
Customer Service

- **Customer Service Survey: Overall Satisfaction**



Target = 4.75

- **Survey Response Rate**



Target = 23%, FY 13 Q2 = 28%

Logic Model	Service	Performance Indicator	Annual Target	FY12 Q2	FY12 Q3	FY12 Q4	FY 13 Q1	FY 13 Q2
Outcome	Public Access	Average turnaround for mail (in days)	1	1	1	1	1	1.33
	Reprographics/ Central Duplicating	Percentage of Reprographics Jobs completed within 3 days	100%	93%	91%	97%	98%	100%
	Police and Fire Reports	Average turnaround time for police and fire records (in days)	3	N/A	N/A	N/A	1	1.5

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

3.1 Department Budget Dashboard

3.1 General Fund Appropriations/ Obligations	FY13 Q2 YTD Current Target Budget	FY13 Q2 YTD Projected Obligation	Target Budget minus Projected Obligation	% Difference	FY12 Q2 YTD Target Budget	FY12 Q2 YTD Annual Obligation	Target Budget minus Annual Obligation	% Difference
	Fiscal Year 2013, Quarter 2 October 2012 to December 2012				Previous Fiscal Year 2012, Quarter 2 October 2011 to December 2011			
Total General Fund	$2,246,098	$2,313,924	($67,826)	**-3%**	$2,085,515	$2,034,148	$51,367	**2%**
Class 100	$1,335,845	$1,323,349	$12,496	**1%**	$1,365,276	$1,294,218	$71,058	**5%**
Class 200	$857,471	$930,096	($72,625)	**-8%**	$682,344	$706,823	($24,479)	**-4%**
Class 300	$40,787	$48,829	($8,042)	**-20%**	$32,527	$26,320	$6,207	**19%**
Class 400	$11,909	$11,484	$425	**4%**	$5,368	$6,503	($1,135)	**-21%**
Class 500	$86	$166	($80)	**-93%**	$0	$284	($284)	**0%**
Overtime	$74,085	$88,424	($14,339)	**-19%**	$95,984	$82,096	$13,888	**14%**

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

Source: 10th of the Month Report, as of 1/10/2013

phillystat.

Project Name	Description	Previous Quarter Status	Current Quarter Status	Target Delivery Date
Records Retention	Mayoral Archives	No Change	TBD	TBD
Citywide Initiatives	Document Management Work Flow	Engagement Management drafting Strategic Plan	In Progress	Q2 2013
Official Payments	Upgrade	No Change	In Progress – Records making technical modifications	Q1 2013

Source: Office of Innovation and Technology

Staff Availability

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

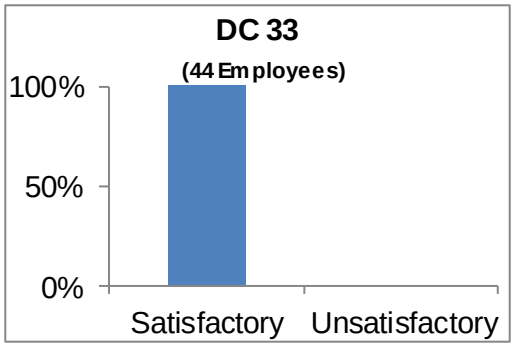
	FY13 Q2	FY12 Q2
Number of budgeted positions	63	63
Number of vacant positions	4	7
% of Employees Retirement Eligible	34%	39%
% of Employees Retirement Eligible – In DROP	22%	18%
% of Employees Retirement Eligible – Not in DROP	12%	21%

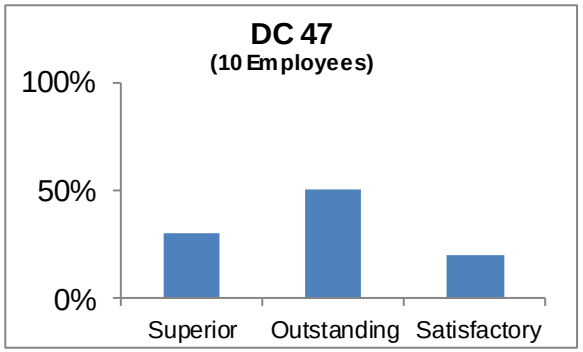
Staff Performance

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

	Target	FY13 Q2	FY12 Q2
Percent of Employees with Current Performance Evaluations	80%	97%	100%

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





Employee of the Quarter

FRED FEDAK

Fred serves as Microfilm & Scanning Supervisor. Fred has worked in the Records Department for a number of years. During his service, he has witnessed to the transformation of the Department from a manual and low tech agency to a modern automated one. As the Department changed, Fred did as well, leaning and adapting to an array of skills. He has contributed not only to microfilm and scanning, but also to campaign finance, financial disclosures and forms. He is an excellent “record keeper” and maintains accurate inventories of items governed by legal mandates. We want to recognize Fred for his contributions to the Records Department and wish him well as he retires from City service.

Fred. Thanks for a job well done!

Source: Department of Records

Core Mission

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-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.
- ***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.