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COUNCIL OF THE CITY OF PHILADELPHIA

3

COMMITTEE OF THE WHOLE

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Room 400, City Hall
Philadelphia, Pennsylvania
Tuesday, March 23, 2010
10:15 a.m.

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PRESENT:

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COUNCIL PRESIDENT ANNA C. VERNA

11

COUNCILWOMAN JANNIE BLACKWELL

COUNCILMAN DARRELL L. CLARKE

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COUNCILMAN FRANK DiCICCO

COUNCILMAN W. WILSON GOODE, JR.

13

COUNCILMAN BILL GREEN

COUNCILMAN WILLIAM GREENLEE

14

COUNCILMAN CURTIS JONES, JR.

COUNCILMAN JACK KELLY

15

COUNCILMAN JAMES F. KENNEY

16

COUNCILWOMAN MARIA QUINONES-SANCHEZ

COUNCILWOMAN DONNA REED MILLER

17

COUNCILWOMAN BLONDELL REYNOLDS BROWN

COUNCILWOMAN MARIAN B. TASCO

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BILLS 100115, 100116, 100117, 100118, 100131
and 100141

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COUNCIL PRESIDENT VERA: Good

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morning, everyone. This is the continued

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public hearing of the Committee of the

5

Whole.

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I would ask Mr. McPherson to

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please read the resolution and/or bills

8

that we will be considering.

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MR. MCPHERSON: Resolution

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100141, providing for the approval by the

11

Council of the City of Philadelphia of a

12

Revised Five Year Financial Plan.

13

Bill No. 100115, to adopt a

14

Capital Program for the six Fiscal Years

15

2011 to 2016 inclusive.

16

Bill No. 100116, to adopt the

17

Fiscal 2011 Capital Budget.

18

Bill No. 100117, adopting the

19

Operating Budget for Fiscal Year 2011.

20

And Bill No. 100118, amending

21

The Philadelphia Code, entitled "Finance,

22

Taxes and Collections," by adding a new

23

Chapter 19-3600, entitled

24

"Sugar-Sweetened Beverage Tax."

25

And Bill No. 100131, amending

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Chapter 10-700 of The Philadelphia Code,
3 entitled "Refuse and Littering," by
4 providing for a sanitation fee.

5 And today we're taking
6 testimony on Bill No. 100117.

7 COUNCIL PRESIDENT VERNA: Thank
8 you. And our first witness?

9 MR. McPHERSON: Is the Managing
10 Director's Office.

11 (Witnesses approached witness
12 table.)

13 COUNCIL PRESIDENT VERNA: Good
14 morning. Welcome.

15 DR. BARNETT: Good morning.
16 Ready?

17 COUNCIL PRESIDENT VERNA: Yes.
18 Please identify yourself for the record
19 and proceed with your testimony.

20 DR. BARNETT: Good morning. My
21 name is Camille Barnett. I'm Managing
22 Director for the City of Philadelphia and
23 it's a pleasure to be here this morning
24 with you, Council.

25 Despite a number of fiscal

1 3/23/10 - WHOLE - BILL 100117, etc.
2 challenges, this Administration, working
3 with the City Council, has accomplished
4 much. While I know that Deputy Mayors
5 and Commissioners and department heads
6 will outline these achievements in their
7 own testimony, I want to take this
8 opportunity to thank them and you for
9 your dedication to the City and to our
10 residents.

11 You'll recall that last year my
12 office reorganized its budget to better
13 reflect the Administration's structure of
14 government. Rather than using eight
15 divisions that applied to various aspects
16 of government, we reduced the number of
17 divisions to five to better reflect
18 operational realities. One division is
19 assigned to each of our Deputy Mayors and
20 to the First Deputy Managing Director.

21 In the last year, some of our
22 accomplishments in our office are
23 maintaining some very important programs
24 for public safety, particularly the Youth
25 Violence Reduction Partnership and also

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the Community Life Improvement Program,
3 or CLIP. Despite the Great Recession, we
4 have also expanded PhillyStat, which
5 continuously improves our operations
6 through performance management, and we've
7 improved the services of our 3-1-1
8 Contact Center and initiated several
9 other reforms with the help of the
10 Private Sector Outreach Board.

11 I'll talk a little bit more
12 about these later in my testimony.

13 The summary of our FY2011
14 budget is that it is 17.9 million and it
15 maintains the same organizational
16 approach that I've just described.
17 Fiscal Year 2011's budget represents a
18 net increase of 240,000, which is
19 directly related to the expansion of the
20 Clean Philly Program through expansion of
21 activities for CLIP. This budget also
22 contains several reductions, most notably
23 the continuation of the reduction of
24 3-1-1's overnight shift. As part of the
25 City's technology consolidation efforts,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 we've transferred 202,733 to the
3 Department of Technology for personnel,
4 contracts and materials, and these
5 transfers are primarily in the Office of
6 Emergency Management.

7 The Office of the Deputy Mayor
8 for Health and Opportunity composes a
9 small portion of our budget. The
10 proposed allocation for this division is
11 540,000, all of which is derived from the
12 General Fund. This money supports the
13 salaries of five staff members. Three of
14 those positions are in the Department of
15 Health or with the Department of Health
16 and two are assigned to the Department of
17 Parks and Recreation. These in Parks and
18 Recreation operate independently of the
19 Health Department, but we have put them
20 in the Office of Health and Opportunity
21 for simplicity's sake.

22 The Office of Public Safety
23 proposes a total allocation of \$12.6
24 million. Five point six of this amount
25 is derived from the General Fund, while

1 3/23/10 - WHOLE - BILL 100117, etc.
2 over seven million derives from various
3 grant funds.

4 The operating sections of this
5 office that are funded through the
6 Managing Director's Office budget include
7 the Criminal Justice Coordinating Office,
8 the Office of Emergency Management, the
9 Police Advisory Commission and the Youth
10 Violence Reduction Partnership. All of
11 these programs, of course, have the
12 primary focus of making the City a safer
13 place.

14 In support of economic
15 recovery, the budget also contains
16 funding to continue programs for the
17 Office of Reintegration Services for
18 Ex-Offenders, where ex-offenders are
19 offered the opportunity to learn new job
20 skills. The Youth Violence Reduction
21 Partnership will continue their
22 successful investment in Philadelphia's
23 youth.

24 The Office of Transportation
25 and Utilities proposes a total allocation

1 3/23/10 - WHOLE - BILL 100117, etc.
2 of \$6.7 million. The grant funds here
3 represents 440,000 of this total budget.
4 The allocation also represents over a
5 500,000 increase, which again relates to
6 the expansion of the CLIP program through
7 the Clean Philly fee.

8 The Community Life Improvement
9 Program continues to improve the
10 appearance and image of the City of
11 Philadelphia by educating residents about
12 exterior property maintenance codes,
13 enforcement of such codes and, when
14 warranted, nuisance abatements.
15 Compliance rates of property owners that
16 receive exterior property maintenance
17 violations, we're pleased to report, have
18 continued to rise, and as more people are
19 complying with our codes, this allows us
20 to expand our operations geographically
21 with limited resources. Although
22 graffiti and vacant lot abatements have
23 declined this year, we're finding new
24 effective ways of addressing this
25 neighborhood nuisance. One of the things

1 3/23/10 - WHOLE - BILL 100117, etc.
2 we're particularly pleased with is our
3 Blight Detection Camera Surveillance
4 Initiative, which uses solar-powered,
5 motion-sensitive mobile cameras that
6 capture clear, crisp pictures of illegal
7 activity, such as graffiti, vandalism and
8 illegal dumping. These high-resolution
9 cameras are able to clearly show a
10 vehicle's license plate even in total
11 darkness. Thus far, we've issued 17 \$300
12 tickets to illegal dumpers.

13 Another new venture for CLIP is
14 the partnership between the Philadelphia
15 Prison System and our Community Services
16 Program to use non-violent offenders to
17 assist with the cleaning of vacant lots
18 through the City of Philadelphia. This
19 partnership creates additional resources
20 to assist with the removal of trash,
21 debris and overgrowth of weeds on vacant
22 lots.

23 The Office of Sustainability
24 composes the majority of the Economic
25 Development Division of the Managing

1 3/23/10 - WHOLE - BILL 100117, etc.
2 Director's Office budget. The total
3 proposed allocation for this division is
4 \$2.5 million. Only 604,000 of these
5 funds are within the General Fund, while
6 a million nine are generated from grant
7 revenues. Some of these grant funds are
8 provided by the American Recovery and
9 Reinvestment Act. Specific projects for
10 my budget include efforts to improve
11 energy efficiency in municipal buildings,
12 development of the energy management
13 capacity, employee education and training
14 aimed at reducing energy consumption, and
15 the monitoring and reporting of the
16 City's Greenworks Plan. Additional
17 projects can also be found in other
18 departments' budgets.

19 The remainder of the Managing
20 Director's budget is within the
21 Administration Division. This division
22 provides policy direction, efficiencies
23 and ensures accountability for the
24 delivery of services. Services in this
25 portion of the budget include support for

1 3/23/10 - WHOLE - BILL 100117, etc.
2 mini city halls, the Office of Labor
3 Standards, our administrative functions
4 and, most notably, PhillyStat and 3-1-1.
5 We also support various advisory boards
6 in this portion of our budget. The total
7 General Fund budget for this division is
8 \$4.9 million and includes 935,000 in
9 grants revenue.

10 The Council knows that on
11 December 31st in 2008 we launched
12 Philly311 in an effort to streamline and
13 consolidate service requests into one
14 contact center. While ultimately
15 successful, as the Pew Foundation
16 documented in their recent report, the
17 system had some challenges and has made
18 progress in its first year.

19 By better training our agents
20 and replacing those employees that did
21 not meet expectations, we have reduced
22 our wait time. By instituting an
23 Interactive Voice Response system,
24 callers may receive directory assistance
25 or general information without having to

1 3/23/10 - WHOLE - BILL 100117, etc.
2 speak to an agent. Improvements in
3 technology have allowed 3-1-1 and service
4 departments to communicate more
5 effectively and have improved service
6 delivery to City residents as a whole.

7 Now, though 3-1-1 has
8 significantly improved, we still need
9 additional improvements. This budget
10 anticipates investing \$500,000 in an
11 implementation plan to determine what
12 additional technology and telephone
13 improvements are necessary to enhance our
14 department's interface with work order
15 systems and our callers' experience. We
16 are also actively working with the
17 service departments to ensure
18 communications and systems are working
19 appropriately.

20 PhillyStat was designed to
21 provide accountability for performance.
22 It accomplishes this by quantifying what
23 good performance is for a department and
24 regularly checking in to see if
25 improvement projects are progressing.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Data provides the evidence of how well
3 the departments are doing.

4 Accountability for performance
5 through PhillyStat is not measured solely
6 on a department-by-department basis.
7 Larger strategic goals of the
8 Administration that cross departmental
9 jurisdictions are also covered, such as
10 progress on the Greenworks sustainability
11 plan, our work on minority, disabled and
12 women-owned business contracts, risk
13 management, summer programs for youth and
14 other such topics.

15 The Private Sector Outreach
16 Board is a volunteer group consisting of
17 corporate executives that have dedicated
18 their time to the City and to our
19 departments to help solve some of our
20 most difficult problems. Chaired by
21 Judee von Seldeneck, the Board has helped
22 implement many of the projects defined by
23 the reform teams that I mentioned in last
24 year's hearings. These projects range
25 from the implementation of a business

1 3/23/10 - WHOLE - BILL 100117, etc.
2 portal in the Department of Licenses and
3 Inspections, to customer service training
4 for 3-1-1 operators, to the
5 implementation of a shared services model
6 for human resources functions. The
7 Private Sector Outreach Board has been a
8 valuable resource, and I thank them for
9 their time and experience. I
10 specifically also want to thank
11 Councilmen Kenney and Green for their
12 leadership and guidance on the Private
13 Sector Outreach Board.

14 In a similar vein, the American
15 Recovery and Reinvestment Act Steering
16 Committee, on which Councilman Jones
17 participates, has been instrumental in
18 guiding our investment choices.

19 I'd like to take this
20 opportunity to also briefly describe our
21 minority, women and disabled business
22 participation. The Managing Director's
23 Office is committed to supporting this
24 Administration's goal of 25 percent
25 minority, woman and disabled-owned

1 3/23/10 - WHOLE - BILL 100117, etc.
2 businesses in participation in City
3 contracting. The goal for Fiscal Year
4 '11 for the Managing Director's Office is
5 20 percent.

6 Before I conclude, I'd like to
7 touch on some of the potential service
8 reductions should the proposed revenue
9 enhancements fail. Included in our seven
10 and a half percent reduction package are
11 approximately \$1.3 million of reductions.
12 What this would mean for our office is
13 that not only would CLIP services not be
14 expanded, CLIP would actually be reduced.
15 The Anti-Graffiti Paint and Supply
16 Voucher Program would be eliminated, and
17 there would be a drastic reduction in the
18 purchase of supplies and equipment and
19 the distribution of free bags and gloves
20 for community clean-ups.

21 Professional services contracts
22 for the Youth Violence Reduction
23 Partnership and our Town Watch program
24 would also be reduced or eliminated.

25 Third, the reduction in Police

1 3/23/10 - WHOLE - BILL 100117, etc.
2 overtime for the Youth Violence Reduction
3 Program would also be eliminated.

4 Roughly, 250,000 would be
5 eliminated from our contracting services,
6 and this 250,000 is a portion that we
7 expect to dedicate to the reform efforts
8 that I mentioned earlier.

9 In addition, three staff
10 positions would be eliminated in our
11 Economic Development and our Health and
12 Opportunity Divisions. These reductions
13 in total amount to approximately \$1.3
14 million.

15 On a personal note, I would
16 like to thank you for your support and
17 dedication and ideas. It has been a
18 pleasure working with you and an honor
19 serving the people of Philadelphia.

20 I'll be happy to answer any of
21 your questions.

22 COUNCIL PRESIDENT VERNA: Thank
23 you very much.

24 You're requesting \$295,000 in
25 professional services for economic

1 3/23/10 - WHOLE - BILL 100117, etc.

2 development. Can you tell us how these
3 funds will be used?

4 DR. BARNETT: Yes. In the
5 economic development professional
6 services, we have several projects. The
7 utility database management is \$64,000.
8 Greenworks coordination with PIDC is
9 \$70,000. Energy audits and consulting
10 are \$50,000, and consultants for
11 Greenworks implementation, \$111,000. All
12 of our economic development professional
13 services contracts are in support of our
14 Greenworks Plan.

15 COUNCIL PRESIDENT VERNA: Thank
16 you.

17 You're requesting \$2,527,000
18 for economic development in Fiscal 2011.
19 Can someone explain how these funds will
20 be used and the economic benefit the City
21 will receive and how has that been
22 reflected into the Proposed Five Year
23 Plan?

24 DR. BARNETT: I have with me
25 John Farrell, who is our Assistant

1 3/23/10 - WHOLE - BILL 100117, etc.
2 Managing Director, and he's the one who
3 put the budget together, so he'll give
4 you the preliminary answer and then I've
5 asked Alan Greenberger to also come up
6 and explain the impact on economic
7 development.

8 COUNCIL PRESIDENT VERNA: Thank
9 you.

10 MR. FARRELL: Good morning,
11 Madam President, members of Council. My
12 name is John Farrell.

13 The primary funding for the
14 Office of Sustainability, which comprises
15 the vast majority of the Economic
16 Development Division of our budget, there
17 are two staff positions in there for the
18 Office of Sustainability. One runs the
19 Solar Philadelphia Program and the other
20 one is administrative support for the
21 office, and the rest of the money is
22 almost entirely composed of that Class
23 250, professional services, that the
24 Managing Director just described. The
25 other Class 200 money that's not

1 3/23/10 - WHOLE - BILL 100117, etc.
2 dedicated for that is for small
3 administrative purposes. The biggest
4 use, I believe, is Zipcar and for copier
5 leases.

6 DR. BARNETT: One of the things
7 that we've done with the Office of
8 Sustainability is to combine it with what
9 was formerly known as the Municipal
10 Energy Office, which was in the Managing
11 Director's Office. So a lot of our
12 energy conservation programs are funded
13 now as a sustainability program, which
14 falls under the broad category of
15 economic development.

16 COUNCIL PRESIDENT VERNA: On
17 Page 1 of your testimony, you mention a
18 \$240,000 increase for the Clean Philly
19 program. On your budget schedule for
20 increases and decreases, you show an
21 increase of \$500,000 for this program.
22 Which is it?

23 DR. BARNETT: The 240,000 is a
24 net figure. So the 500,000 is the amount
25 that's increased in CLIP, but we have

1 3/23/10 - WHOLE - BILL 100117, etc.
2 decreased the budget by the amount that
3 we've transferred for the IT
4 consolidation, and so the net of those
5 two basic actions is the 240,000
6 increase.

7 COUNCIL PRESIDENT VERNA: You
8 indicate that you're transferring
9 \$202,000 to the Division of Technology.
10 Can you tell us the number of people and
11 their titles that are being transferred?

12 DR. BARNETT: All of these are
13 Assistant Managing Directors and they're
14 all from the Office of Emergency
15 Management. Do you want their names or
16 do you just need their titles?

17 COUNCIL PRESIDENT VERNA: I
18 think the titles would be fine.

19 DR. BARNETT: They're the folks
20 who are doing technology in the Office of
21 Emergency Management now and they would
22 be transferred to the Division of
23 Technology.

24 COUNCIL PRESIDENT VERNA: I'm
25 sorry. How many did you say there were?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 DR. BARNETT: There's three
3 people, Assistant Managing Directors, and
4 there are several other small amounts for
5 licenses and other kinds of
6 technology-related contracts.

7 COUNCIL PRESIDENT VERNA: What
8 are the Class 200 items that are being
9 transferred?

10 DR. BARNETT: There's a list of
11 several that range from \$500 to \$13,000,
12 and John can give you the detail of
13 those, if you'd like.

14 MR. FARRELL: Certainly. From
15 Class 209, we're contributing from four
16 different divisions. From Division 21,
17 it's \$13,000. From Division 40, it's
18 \$500. From Division 42, it's \$4,500, and
19 from Division 43, it's \$5,000.

20 In Class 216, Division 21 is
21 contributing \$2,000. Class 266 of
22 Division 21 is \$3,000. In Class 282 of
23 Division 42 is \$3,000.

24 COUNCIL PRESIDENT VERNA: Can
25 you tell us what are the materials and

1 3/23/10 - WHOLE - BILL 100117, etc.

2 supplies that are being transferred?

3 MR. FARRELL: Certainly. These
4 are all from Class 427, which I believe
5 is the Computer Equipment line. From
6 Division 21, we have \$2,115. Division 42
7 is \$5,000, and Division 43 is --

8 COUNCIL PRESIDENT VERNA: When
9 you talk about "divisions," I'm not too
10 clear on that.

11 MR. FARRELL: I apologize,
12 Council President. Division 21 is the
13 Administrative Division of the Managing
14 Director's Office. Division 40 is the
15 Economic Development Division. Division
16 42 is the Public Safety Division, and
17 Division 43 is the Transportation and
18 Utilities Division.

19 COUNCIL PRESIDENT VERNA: Thank
20 you.

21 At this time, the Chair
22 recognizes Councilman Jones.

23 COUNCILMAN JONES: Thank you,
24 Madam President.

25 Good morning, Dr. Barnett.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 DR. BARNETT: Good morning.

3 COUNCILMAN JONES: First -- and
4 we don't give out compliments real easy
5 around here, but I want to thank you for
6 your dedication and service over the last
7 two years and to specifically note for
8 the record that in the area of
9 transparency and efficiencies and clear
10 direction, you provided a guiding light
11 from your office. When we look at
12 PhillyStat, and a lot of members don't
13 admit that we do, but we learn from those
14 sessions that you do, and I can clearly
15 tell you that the first budget
16 testimonies by your department heads and
17 Commissioners, there was a stark
18 improvement in the second year. They
19 were ready for us, and that was good.

20 Also, the increase in
21 proficiency and technology in 3-1-1
22 was -- and it's growing pains, and we all
23 know it, but it is growing, and so that
24 is important.

25 And, finally, when it came to a

1 3/23/10 - WHOLE - BILL 100117, etc.
2 chaotic and hectic stimulus situation,
3 you and Mr. Agostini provided clear
4 direction as captains of that ship, and
5 the City is better for it. So we thank
6 you for that.

7 DR. BARNETT: Thank you, sir.

8 COUNCILMAN JONES: Now that the
9 good part is over.

10 DR. BARNETT: I knew there was
11 something else coming.

12 COUNCILMAN JONES: I'll ask you
13 some real questions.

14 One, to the degree that the
15 CLIP program has been a valuable asset to
16 at least my office and probably many
17 other members, to what degree can the
18 stimulus money Jobs Program that we are
19 anxiously trying to get an application in
20 be used to complement what we're already
21 doing with the non-violent offenders from
22 the Prison System? Is there a way to
23 keep those alleys and driveways, which
24 are private property, which cannot be
25 utilized by City municipal workers, can

1 3/23/10 - WHOLE - BILL 100117, etc.
2 we kind of get our heads around how we
3 can better utilize them in that regard?
4 It will help Councilpeople around the
5 City.

6 (Witness approached witness
7 table.)

8 DR. BARNETT: I'm going to ask
9 Tom Conway, who manages that program, to
10 respond.

11 MR. CONWAY: Madam President,
12 members of Council, my name is Thomas
13 Conway, Deputy Managing Director for the
14 City of Philadelphia.

15 With regards to the stimulus
16 money, we did meet with the Mayor's
17 Office with regards to acquiring roughly
18 about 20 individuals to work in the
19 Community Services Program. Also met
20 with the Prison officials with regards to
21 acquiring non-violent prison participants
22 with regards to cleaning vacant lots,
23 removing graffiti and also cleaning
24 alleyways.

25 COUNCILMAN JONES: So is that

1 3/23/10 - WHOLE - BILL 100117, etc.

2 like we're going to use the stimulus

3 money?

4 DR. BARNETT: Yes.

5 MR. CONWAY: Yes.

6 COUNCILMAN JONES: Because I

7 only have five minutes, so short answers

8 are better.

9 MR. CONWAY: The good news is

10 we're going to use the non-violent

11 offenders from the Prisons three times a

12 week at two separate locations.

13 COUNCILMAN JONES: But are we

14 going to get regular people from the

15 neighborhoods also connected to that?

16 MR. CONWAY: That's our hope,

17 is we want to engage the community to

18 create large-scale clean-ups throughout

19 the City of Philadelphia, working with

20 Councilmembers and also community

21 organizations and business associations

22 throughout the City.

23 COUNCILMAN JONES: Because as

24 we look at revenue enhancements, which

25 are never popular, if we can

1 3/23/10 - WHOLE - BILL 100117, etc.
2 correspondingly increase services that we
3 have not been able to address in the
4 past, it gives us at least a rational
5 argument about that. So I appreciate
6 that.

7 Can we also create or are we
8 working towards the warrant nuisance
9 piece, which my colleague Councilman
10 DiCicco started the broken window theory?
11 Are we incorporating that -- a lot of the
12 CDCs and community folk out there want to
13 get these nuisance properties either
14 turned over to the City so they can be
15 put back in reuse. Are we kind of
16 working with that to complement what
17 we're doing on our clean-ups?

18 MR. CONWAY: With regards to
19 the acquiring of properties?

20 COUNCILMAN JONES: If we're
21 seeing a property that is vacant and is a
22 blight in the community on an otherwise
23 great block, can we start to use those
24 ticketing processes to kind of either pry
25 the owner into maintaining the property

1 3/23/10 - WHOLE - BILL 100117, etc.
2 or get it in City inventory so that we
3 can put it back out there and get someone
4 to develop it?

5 MR. CONWAY: What happens when
6 we do visit a private either piece of
7 land or property in the City of
8 Philadelphia, we start the violation
9 process, which the Inspector goes out,
10 documents the violation with pictures.
11 We send the owner a violation notice. We
12 give them either ten to 30 days to comply
13 the violation. If they don't comply the
14 violation, then they send City crews to
15 abate the nuisance, and they do receive a
16 bill. Everything that we go out to and
17 send City crews on, they do receive a
18 bill.

19 If they do not pay the bill,
20 then we do place a lien on the property,
21 and once there's enough liens placed on a
22 property, then the City could actually
23 acquire the property.

24 COUNCILMAN JONES: I guess what
25 I want you to do is suggest to this body

1 3/23/10 - WHOLE - BILL 100117, etc.
2 how we can improve the regulations laws
3 so that we can expedite that process
4 without violating the property owners'
5 rights. But it has come to a point where
6 we have to do something in a quick
7 manner, because it is a cancer on
8 otherwise good blocks, and block captains
9 that I come in contact with become
10 increasingly more frustrated with the
11 inability to move an owner to do the
12 right thing.

13 MR. CONWAY: I think a large
14 part of that problem is that some of the
15 property owners are deceased. There's
16 just vacant lots and vacant properties
17 that we do not know who the owner is. We
18 need to look into a solution to either
19 create some type of larger tax or
20 abatement fee to acquire these
21 properties, so when they are ready to be
22 developed, the liens are already in place
23 and we can actually just move on it.

24 COUNCILMAN JONES: You're a
25 front-line guy. Tell us what we need to

1 3/23/10 - WHOLE - BILL 100117, etc.

2 do to help you.

3 I have for you, Dr. Barnett, I
4 want you to on the record tell the next
5 person to occupy that seat what lessons
6 learned that you, as Blondell Reynolds
7 Brown would say, do you take from this --
8 and this is a teaching moment for them --
9 and what we need to be aware of as a
10 Council as to obstacles or things that
11 can make the next job done by the next
12 Managing Director a little better.

13 DR. BARNETT: Great. Thanks.

14 COUNCIL PRESIDENT VERNA: Thank
15 you.

16 The Chair recognizes Councilman
17 Greenlee.

18 COUNCILMAN GREENLEE: Thank
19 you, Madam President. Let me echo, thank
20 you for your services to the City,
21 Dr. Barnett.

22 DR. BARNETT: Thank you.

23 COUNCILMAN GREEN: On 3-1-1 I
24 know in the beginning I think it was 24
25 hours; is that right?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 DR. BARNETT: That's right.

3 COUNCILMAN GREENLEE: Tom, you
4 don't have to go anywhere. I'll have a
5 question.

6 DR. BARNETT: He's got stuff
7 for you, too.

8 COUNCILMAN GREENLEE: I'm
9 sorry. It was 24 hours?

10 DR. BARNETT: It was 24 hours,
11 and we reduced that in the last budget
12 reduction cycle and we're continuing that
13 into Fiscal Year '11. So it will not --
14 at the current budget level, 3-1-1 will
15 have its current hours, not 24 hours a
16 day.

17 COUNCILMAN GREENLEE: And that
18 goes up to what time now?

19 DR. BARNETT: Well, let's see.
20 It's 8:00 until 6:00 -- 8:00 to 8:00 and
21 then on Saturdays, it's 9:00 to 5:00.

22 COUNCILMAN GREEN: And nothing
23 on Sunday?

24 DR. BARNETT: Nothing on
25 Sunday.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN GREENLEE: Is there
3 voice mail? I mean, if they have a
4 problem, can they leave --

5 DR. BARNETT: No. We were
6 advised that voice mail is really a very
7 difficult way to follow up on 3-1-1. If
8 you'd like more information about that, I
9 can bring Rosetta up, but at this point,
10 they would have to call back.

11 COUNCILMAN GREENLEE: And then
12 to sort of piggyback that, does that
13 cause more people to call 9-1-1, the fact
14 that they can't get through 3-1-1?

15 DR. BARNETT: We haven't
16 noticed that that has happened. The
17 reason that we chose the hours that we
18 did is, we looked at the number of calls
19 that we get by hour and by day of the
20 week, and we reduced the hours where we
21 get the fewest calls. And so far, our
22 experience is is that it's not increasing
23 things during those hours to 9-1-1 and
24 people are just calling back when the
25 3-1-1 center is open.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN GREENLEE: And what
3 message do you get when they're off? Is
4 there something that comes on?

5 DR. BARNETT: It says something
6 about the hours -- it says what the hours
7 are and encourages the callers to call
8 back.

9 COUNCILMAN GREENLEE: Okay.
10 All right. Thank you.

11 DR. BARNETT: They're not going
12 to let you off.

13 COUNCILMAN GREENLEE: This is
14 good, Tom. We're not putting you on the
15 spot here. Again, thank you for all you
16 do. I know we all talk to you many
17 times, Mr. Conway, so we appreciate it.

18 Just this Blight Camera
19 Surveillance Initiative, is that the same
20 thing that Councilman Clarke had talked
21 about? Is that the same cameras that he
22 has with the -- that I think were put in
23 the high-crime areas?

24 DR. BARNETT: No. It's
25 different.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN GREENLEE: This is
3 different? Okay. Can you explain that a
4 little bit for us?

5 MR. CONWAY: These are
6 solar-powered, motion-sensitive,
7 blight-deterrent cameras. They can be
8 easily moved and located to different
9 locations throughout the City. We worked
10 with the Streets Department and we
11 created what's called the Dirty Dozen of
12 short dump hot spots, which is dumping of
13 debris and trash, and what we do is, we
14 place about two or three cameras at that
15 location. What happens is, the motion --
16 the vehicle sets off the motion-sensitive
17 camera. It takes a picture. We can zoom
18 in to the license plate, catch the
19 perpetrator actually in the act with
20 regards to the picture of it.

21 It does work in darkness, which
22 is very effective and efficient, because
23 a lot of these locations that they do
24 short dump are out of the way, and they
25 erode streets. And I believe it was 17

1 3/23/10 - WHOLE - BILL 100117, etc.
2 tickets, 17 \$300 tickets were issued. We
3 do send the picture out with the ticket,
4 so it's --

5 COUNCILMAN GREENLEE: Sort of
6 like the Parking Authority does with the
7 red light?

8 MR. CONWAY: Yeah. Not that
9 they want it, but hard for them to
10 disagree with the case that we have.

11 COUNCILMAN GREENLEE: Okay.
12 Great. Thank you.

13 One last thing. On your new
14 venture, as you call it, for CLIP with
15 the partnerships, now that hasn't
16 happened yet; that is something you're
17 putting together?

18 MR. CONWAY: That has not
19 happened yet, correct.

20 COUNCILMAN GREENLEE: And am I
21 right if the budget is -- somehow you
22 don't get your full allocation, that
23 would be one of the things that probably
24 you would have trouble continuing or
25 moving towards?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. CONWAY: Yeah.

3 COUNCILMAN GREENLEE: All

4 right. Thank you. Thanks again.

5 Thank you, Madam President.

6 COUNCIL PRESIDENT VERNA:

7 You're welcome.

8 The Chair recognizes

9 Councilwoman Brown.

10 COUNCILWOMAN BROWN: Thank you,

11 Madam President.

12 Good morning. Let me start off

13 by echoing the sentiments of my

14 colleagues. We really have watched and

15 paid attention to your laser-beam focus

16 on the Managing Director's Office,

17 particularly 3-1-1, and for moving the

18 needle on that new initiative. So we

19 thank you for that.

20 DR. BARNETT: Thank you.

21 COUNCILWOMAN BROWN: And let me

22 say that the mark of a true professional

23 is consistency, and Tim Conway over the

24 years I've been here has been a real

25 professional around the CLIP program.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Tom Conway. Forgive me.

3 MR. CONWAY: I get it all the
4 time.

5 COUNCILWOMAN BROWN: It's Tom,
6 not Tim.

7 MR. CONWAY: That's my rich
8 uncle.

9 COUNCILWOMAN BROWN: So there's
10 a universal view that you're very
11 responsive, and we appreciate that.

12 MR. CONWAY: Thank you.

13 COUNCILWOMAN BROWN: Are there
14 plans to increase the vacant lot
15 abatements next fiscal year?

16 MR. CONWAY: That's what part
17 of the additional funding is going to be
18 used for, to increase the vacant lot
19 clean-up program as well as graffiti
20 removal with about 20 to 25 temporary
21 seasonal employees.

22 DR. BARNETT: That's part of
23 the improvements with the Clean Philly
24 fee. So there's an additional 500,000
25 that is going to CLIP for expanded

1 3/23/10 - WHOLE - BILL 100117, etc.

2 services out of that fee.

3 COUNCILWOMAN BROWN: And how do
4 those lucky lots become lucky to be part
5 of the expansion? What criteria or
6 factors do you consider?

7 MR. CONWAY: Well, what happens
8 with a lot of the vacant lots that are
9 called into either 3-1-1 or your offices,
10 we do have to follow the process with
11 regards to the inspection process and
12 having a violation written, so on and so
13 forth. But what we're looking to do is
14 actually with the new initiative and the
15 partnership with the Prison officials is
16 to be more proactive, to work with the
17 community organizations and go out and
18 sweep and clean several hundred vacant
19 lots at one time.

20 COUNCILWOMAN BROWN: Okay. I
21 have questions regarding the OEO, but I
22 know my Councilman colleague here also
23 has questions on that. So let me segue
24 back to Councilman Jones' last question.

25 Managing Director, if you had

1 3/23/10 - WHOLE - BILL 100117, etc.
2 to pick one, two or three top priority
3 considerations, challenges or
4 recommendations that you would offer to
5 your successor, what would they be?

6 DR. BARNETT: Well, I think
7 that continued improvements in 3-1-1 will
8 really serve the City well. We've
9 started it and miraculously with a very
10 limited investment and we have made great
11 strides, but to make this the kind of
12 customer-focused government that you
13 want, additional improvements will be
14 needed in 3-1-1, including investments in
15 technology. I'd like for us to go back
16 to the 24 hours. I'd like for us to
17 think regionally. I'd like for us to be
18 more connected with hand-held technology
19 that City workers have. All of these
20 kinds of things are possible with 3-1-1,
21 and I encourage you to continue the
22 improvements in 3-1-1.

23 I would also encourage you to
24 continue the focus on performance
25 management through PhillyStat, really

1 3/23/10 - WHOLE - BILL 100117, etc.

2 paying attention to the results that
3 you're getting for the dollars the
4 taxpayers are giving us.

5 And, thirdly, I think
6 substantial reform in the way people do
7 business in the City of Philadelphia, the
8 way the government works is going to
9 require substantial investment in
10 technology. The biggest impediment that
11 we have now to improving the way we work
12 is that we don't have adequate
13 technology. So I'm very encouraged with
14 the Capital Budget proposals to improve
15 our investment in technology, and I would
16 urge the City Council to pay attention to
17 making sure that those investments really
18 do happen, because I think it will pay
19 off for us and for our citizens.

20 COUNCILWOMAN BROWN: Cite an
21 example on where added needed technology
22 improves the outcome.

23 DR. BARNETT: Right now in the
24 City of Philadelphia all of the workforce
25 fills out paper time sheets. So we fill

1 3/23/10 - WHOLE - BILL 100117, etc.
2 out and sign paper time sheets for all
3 the people who work in the City of
4 Philadelphia. There's no reason that
5 can't be an automated system. There's no
6 reason that that can't be tied in to our
7 financial system, to our payroll system,
8 to our pension system as well. And it's
9 one of the top priorities recommended by
10 the Private Sector Outreach Board, and it
11 will be one of the things that we work on
12 with the investments in technology that
13 are anticipated in the Capital Budget
14 this next year. That will save not only
15 a lot of time, but it will also free up a
16 lot of people who are now spending most
17 of their time in a manual process of
18 filling out paper time sheets. That's
19 just one of thousands of things like that
20 that we can improve.

21 COUNCILWOMAN BROWN: In
22 those -- agreed 2,000 percent. The only
23 footnote I would add is, putting my
24 former teacher hat on, is consideration
25 for those citizens who come to apply for

1 3/23/10 - WHOLE - BILL 100117, etc.
2 work and simply don't have the skill-set
3 for managing or manipulating technology.
4 So that would be a great movement of the
5 needle as long as we create a
6 circumstance where we accommodate those
7 citizens who simply come ill-equipped to
8 manage technology.

9 DR. BARNETT: That's a good
10 point. Additional training and capacity
11 building is an important part.

12 COUNCILWOMAN BROWN: Okay. The
13 clock hasn't struck yet, so let's go to
14 the last page of your testimony where you
15 say, and I state, The Managing Director's
16 Office is committed to supporting the
17 Administration's goal of 25 percent
18 minority, women and disable-owned
19 businesses.

20 I live in a world where you
21 listen to what people say, then you watch
22 what they do. So cite for me what that
23 means, what "commitment" means. What
24 strategies or tactics or new practices
25 are in place to ensure that that goal is

1 3/23/10 - WHOLE - BILL 100117, etc.

2 met?

3 DR. BARNETT: Well, first of
4 all, I'll tell you about the action that
5 supports it. In Fiscal Year '9, our
6 percentage was 16.6 percent, and this
7 year so far our percentage is 27 percent.
8 So we feel that it's a very doable goal
9 to reach another 20 percent.

10 We work with the Office of
11 Economic Opportunity with every
12 professional service contract or other
13 contract that we submit to encourage
14 participation. We've also gone through a
15 process with the Office of Economic
16 Opportunity to identify vendors that we
17 have not used that we know about so that
18 we're not -- we're building the list that
19 we choose from, as well as the kinds of
20 things that we've been doing in the past
21 in choosing from the existing list.

22 COUNCILWOMAN BROWN: Okay.

23 Thank you.

24 Thank you, Madam Chair.

25 COUNCIL PRESIDENT VERNA:

1 3/23/10 - WHOLE - BILL 100117, etc.

2 You're welcome.

3 The Chair recognizes

4 Councilwoman Miller.

5 COUNCILWOMAN MILLER: Thank

6 you. Thank you, Madam Chair.

7 Good morning, Ms. Barnett and

8 staff. I have a couple questions. Can

9 you tell me the difference between the

10 Clean Philly Program and the Keep Philly

11 Clean? What's the difference?

12 DR. BARNETT: The Clean Philly

13 Program are those packages of services

14 that we have associated with the Clean

15 Philly fee. So it would include trash

16 collection, rubbish collection, leaf

17 collection, as well as expansion of the

18 Community Life Improvement Program.

19 COUNCILWOMAN MILLER: That's

20 the Keep Philly Clean, correct?

21 DR. BARNETT: Yes.

22 COUNCILWOMAN MILLER: Well,

23 what's Clean Philly?

24 DR. BARNETT: Clean Philly --

25 COUNCILWOMAN MILLER: Or is it

1 3/23/10 - WHOLE - BILL 100117, etc.

2 the same?

3 DR. BARNETT: Well, they're
4 very similar. The Clean Philly Program
5 is a work with volunteers and other
6 organizations to try to encourage people
7 to keep the place clean, either with
8 construction or with neighborhood
9 clean-ups or others.

10 COUNCILWOMAN MILLER: Like
11 through the Philadelphia More Beautiful
12 Campaign?

13 DR. BARNETT: Yes. That's
14 exactly right.

15 COUNCILWOMAN MILLER: Okay.
16 Last year in your testimony there were
17 four priorities on the first page -
18 economic recovery and jobs, enhancing
19 public safety, investing in youth and
20 protecting the most vulnerable
21 Philadelphians, and reforming government.
22 So this year -- and of all those four
23 priorities, two of them to me are very
24 important, and public safety has always
25 been a number one priority for me, and as

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Chair of the Public Safety Committee, I'm
3 even more interested in public safety.

4 It seems to be that many good
5 programs centered around youth violence
6 prevention have either been cut or are
7 some of the first programs to be cut, and
8 I guess it disturbs me that you mention
9 that the YVRP program would be cut. I
10 would think that that program should be a
11 priority. Of those four priorities,
12 we're continuing to talk about economic
13 recovery and jobs and reforming
14 government and putting lots of money in
15 IT and then cutting in youth.

16 Is there some reason for that?
17 Isn't youth and protecting our citizens a
18 priority?

19 DR. BARNETT: Let me first --

20 COUNCILWOMAN MILLER: Through
21 violence prevention.

22 DR. BARNETT: Let me first say
23 I'm so glad that you read those goals,
24 because those goals continue to be our
25 goals, and I want to be clear about what

1 3/23/10 - WHOLE - BILL 100117, etc.
2 we're doing with the Youth Violence
3 Reduction Partnership. Our proposal is
4 not to cut it. If we -- we were asked to
5 talk about what our seven and a half
6 percent cuts would be, and in the seven
7 and a half percent cuts, which we are not
8 recommending, we would have to cut the
9 Youth Violence Reduction Partnership.

10 We also have some additional
11 people here to talk to you about that, if
12 you're interested in hearing some more.

13 COUNCILWOMAN MILLER: I am.

14 (Witness approached witness
15 program.)

16 COUNCILWOMAN MILLER: We
17 eliminated the AVR program and we just
18 can't keep eliminating these youth
19 programs.

20 DEPUTY MAYOR GILLISON: Good
21 morning, Councilwoman. Everett Gillison,
22 Deputy Mayor for Public Safety.

23 Good morning, Council President
24 and all other members of Council.

25 We agree totally with you,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 Councilwoman. We are not proposing to
3 cut it at all. As a matter of fact, as
4 you know both in my briefings with you
5 and also with my stated position, we
6 should try to expand whenever necessary.
7 That program in particular is one that is
8 very near and dear to my heart. I know
9 it works. It has the track record and
10 the performance that works. I've
11 actually invited some people here who are
12 youth partners to talk about the effect
13 of that program, so if you'd like to have
14 them come up.

15 COUNCILWOMAN MILLER: Yes.
16 That would be very good. Because I know
17 it works too and it just disturbed me
18 that I see that there's a potential for
19 cuts, additional cuts, in youth violence.

20 DEPUTY MAYOR GILLISON: Well,
21 they're only a potential.

22 COUNCILWOMAN MILLER:
23 Particularly when we have -- what are we
24 calling those, the children that are
25 meeting like on South Street?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN DiCICCO: Flash

3 mobs.

4 COUNCILWOMAN MILLER: Yeah. We
5 have all that going on and we're talking
6 about youth violence.

7 DEPUTY MAYOR GILLISON: Yes.

8 Is Mr. Thompson here?

9 As Mr. Thompson comes forward,
10 I'll just give you some of the background
11 on him.

12 Mr. Thompson is 20 years old.

13 He is currently living in Upper Darby,
14 but he has been living in the 19th
15 District for quite a long time. YVRP
16 still visits him at his new address, and
17 he lives with his mother and is the
18 youngest of eight siblings. He does have
19 an adult arrest history for gunpoint
20 robbery. He served 20 months in jail,
21 and he was active at one time with a gang
22 that was at 56th and Master. He's been
23 shot, but the person that he actually has
24 been dealing with is a street worker.
25 His street worker, who is Matue Swann

1 3/23/10 - WHOLE - BILL 100117, etc.
2 (ph), who is also present. But I could
3 just have him talk to you about not only
4 the efficacy of this program, but also
5 its use and how we are using this
6 investment to change lives.

7 (Witness approached witness
8 table.)

9 DEPUTY MAYOR GILLISON: So if,
10 Mr. Thompson, if you'd like to,
11 Councilwoman Miller. Just speak into
12 the -- just say your name.

13 MR. THOMPSON: How you doing,
14 everybody? My name is Alan Thompson.
15 I'm here to basically tell everybody that
16 ever since I've been in this program,
17 like everything been going on the street
18 bad for me. Being as though when I
19 wasn't in the program, I was getting in a
20 lot of things, getting shot, getting shot
21 at, not going to school, not listening to
22 my mom. And basically ever since I met
23 my street worker, Mr. Swanns, and -- at
24 first I was having a little trouble, then
25 I just started getting on the right page,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 and ever since then, I took my GED test,
3 because I had never finished school, and
4 I'm waiting for my results now. I'm
5 taking a trade for construction, and
6 basically I'm trying to do the best I
7 can.

8 DEPUTY MAYOR GILLISON: I
9 believe that you're part of YouthBuild?

10 MR. THOMPSON: Yes. That's the
11 school I go to.

12 DEPUTY MAYOR GILLISON: And
13 you're interested in a construction job
14 as you get out?

15 MR. THOMPSON: Yes.

16 DEPUTY MAYOR GILLISON: Thank
17 you.

18 COUNCILWOMAN MILLER: So how
19 old are you now, your age?

20 MR. THOMPSON: I'm 20 years
21 old.

22 COUNCILWOMAN MILLER: 20.

23 MR. THOMPSON: Yes.

24 COUNCILWOMAN MILLER: And you
25 became involved with YVRP, what, 15, 16?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 How old were you then?

3 MR. THOMPSON: No. I just
4 started that since I've been home, 19.

5 COUNCILWOMAN MILLER: Okay.
6 And it's a valuable program, correct?

7 MR. THOMPSON: Yes.

8 COUNCILWOMAN MILLER: Good.
9 That's great. We want to continue to
10 hear good things about you.

11 MR. THOMPSON: Yes.

12 COUNCILWOMAN MILLER: All
13 right? Good. Thank you.

14 MR. THOMPSON: You're welcome.

15 DEPUTY MAYOR GILLISON: Thank
16 you, Mr. Thompson.

17 COUNCIL PRESIDENT VERNA:
18 Councilwoman, your time is up.

19 COUNCILWOMAN MILLER: I know.
20 I know, but I just figured -- all right.

21 COUNCIL PRESIDENT VERNA: The
22 Chair recognizes Councilman Green.

23 COUNCILMAN GREEN: Thank you,
24 Madam Chair.

25 Good morning, Dr. Barnett. How

1 3/23/10 - WHOLE - BILL 100117, etc.

2 are you?

3 DR. BARNETT: Good morning.

4 I'm fine. Thank you, sir.

5 COUNCILMAN GREEN: Thank you
6 for the kind words in your testimony. I
7 want to say it's been a pleasure to work
8 on the Private Sector Outreach Board with
9 you and to get to know you over the past
10 couple of years. It's been a delight
11 working with you and all of the different
12 initiatives going on in your office. You
13 are our first professional Managing
14 Director, I think, in the City's history,
15 and we will certainly miss the benefit of
16 that experience, but I hope I'll be able
17 to call you once in a while if I have
18 questions about various things.

19 DR. BARNETT: I would expect
20 nothing less.

21 COUNCILMAN GREEN: That's
22 great.

23 Anyway, I'm sad that this is
24 your last budget, but now I don't feel
25 bad about cutting the Managing Director's

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Office to the bone.

3 DR. BARNETT: Yeah. Okay.

4 What a reward.

5 COUNCILMAN GREEN: I just have
6 specific questions that I've been asking
7 everybody, and it's really about
8 currently vacant positions or positions
9 that have been unfilled for a while, et
10 cetera. So I ask people detail, how long
11 positions have been vacant, what specific
12 job duties will be fulfilled by the
13 position and how those job duties have
14 been handled while positions have been
15 vacant.

16 The budget detail indicates
17 several new or vacant positions that are
18 budgeted to be filled. Starting with the
19 new positions, the detail indicates an
20 Assistant Managing Director position in
21 the Administration Division. The detail
22 shows that the position was vacant as of
23 January. Has the position been filled?

24 DR. BARNETT: Yes, it has been
25 filled. It's in 3-1-1.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN GREEN: What is the
3 salary for this position?

4 DR. BARNETT: Seventy thousand.

5 COUNCILMAN GREEN: What are the
6 duties of this position?

7 DR. BARNETT: Assisting with
8 the operations of the Contact Center.

9 COUNCILMAN GREEN: And how were
10 those duties performed prior to that
11 person being hired?

12 DR. BARNETT: We had additional
13 people who left the employment in the
14 Contact Center and so those duties were
15 transferred to our new hire.

16 COUNCILMAN GREEN: So you have
17 a net reduction or are you planning to
18 fill those positions?

19 DR. BARNETT: No. We just
20 filled the position. It was vacated and
21 we filled it.

22 COUNCILMAN GREEN: It was
23 vacated and you filled it, okay. While
24 it was vacated, were those functions
25 being performed?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 DR. BARNETT: Not adequately.

3 That's why we filled it.

4 COUNCILMAN GREEN: Okay. What
5 would be the consequences of eliminating
6 that position?

7 DR. BARNETT: I think that it
8 would damage the ability of the 3-1-1
9 Contact Center to perform.

10 COUNCILMAN GREEN: Okay. There
11 are three new Assistant Managing Director
12 positions in the 3-1-1 Customer Contact
13 Center. What are the salaries for these
14 positions?

15 DR. BARNETT: Two of them are
16 at 40,000 and one of them is at 29,000.
17 The one at 29,000 has been filled.

18 COUNCILMAN GREEN: And the
19 other two have not?

20 DR. BARNETT: Have not been
21 filled.

22 COUNCILMAN GREEN: What are the
23 job duties?

24 DR. BARNETT: Hold on. Let me
25 get the Contact Center Director up here.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 (Witness approached witness
3 table.)

4 DR. BARNETT: You'll see that
5 many of our vacant positions are in the
6 Contact Center, so I'd like for you to
7 hear directly from our Contact Center
8 Manager, Rosetta Lue.

9 COUNCILMAN GREEN: Great.

10 MS. LUE: Good morning, Madam
11 President and City Council.

12 The positions that we have in
13 the Contact Center are support positions.
14 The three positions you're speaking of,
15 one was filled already and we have two
16 more that are vacant.

17 COUNCILMAN GREEN: And what are
18 the duties of these people in those
19 positions?

20 MS. LUE: For the Assistant
21 Managing position, one of them is to
22 oversee the Quality Assurance Program,
23 which is critical in a contact center.

24 COUNCILMAN GREEN: Who is doing
25 that now?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MS. LUE: It's sporadic, so
3 it's between the supervisors and also
4 another person when they have the
5 opportunity to, but there's no
6 consistency right now.

7 COUNCILMAN GREEN: Okay. And
8 can you make it consistent among the
9 supervisors?

10 MS. LUE: We've tried to make
11 it consistent among the supervisors. The
12 issue we have is, as a start-up
13 organization, there are a number of
14 things on the supervisors' plate that
15 sometimes they can't consistently monitor
16 for quality assurance as we would like
17 to.

18 COUNCILMAN GREEN: How many
19 supervisors are there?

20 MS. LUE: Right now we have
21 four supervisors.

22 COUNCILMAN GREEN: Do they take
23 calls also?

24 MS. LUE: They do go on the
25 phone to handle calls when we have peak

1 3/23/10 - WHOLE - BILL 100117, etc.

2 call volumes.

3 COUNCILMAN GREEN: There's a
4 new 40K Administrative Assistant position
5 in the Health and Opportunity Division.
6 What are the job duties of that position?

7 DR. BARNETT: That's a position
8 that was established last year as
9 assistance for Michael DiBerardinis, who
10 is the Commissioner of Parks and
11 Recreation.

12 COUNCILMAN GREEN: And who is
13 doing these duties now?

14 DR. BARNETT: He currently has
15 an administrative -- I don't know what
16 he's called, whether it's a Chief of
17 Staff or Administrative Aide who is
18 helping with those positions now, with
19 those duties now.

20 COUNCILMAN GREEN: What would
21 be the consequences of not hiring that
22 person?

23 DR. BARNETT: Well, that would
24 be less administrative support for the
25 Commissioner.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN GREEN: Okay. It
3 appears there were four 3-1-1 Contact
4 Center agent positions in January. Have
5 those been filled?

6 DR. BARNETT: One moment.

7 (Witness approached witness
8 table.)

9 MS. LUE: Good morning again.

10 Those positions have just
11 recently been filled.

12 COUNCILMAN GREEN: What's the
13 salaries?

14 MS. LUE: The salaries are
15 around 36,000.

16 COUNCILMAN GREEN: What's the
17 consequence of eliminating those
18 positions?

19 MS. LUE: I would say as we
20 compare this year, January and February
21 of this year to last year, we've had a 50
22 percent increase in call volume. Without
23 those additional positions, we will have
24 customers remaining in queue or on hold
25 for longer periods of time and we would

1 3/23/10 - WHOLE - BILL 100117, etc.
2 be unable to perform the basic service of
3 the Contact Center.

4 COUNCILMAN GREEN: I have
5 additional questions, Madam President,
6 but I'll come back.

7 COUNCIL PRESIDENT VERNA: Thank
8 you.

9 The Chair recognizes Councilman
10 Clarke.

11 COUNCILMAN CLARKE: Thank you,
12 Madam President.

13 Good morning.

14 DR. BARNETT: Good morning.

15 COUNCILMAN CLARKE: Mr. Conway.

16 (Witness approached witness
17 table.)

18 COUNCILMAN CLARKE: How you
19 doing today?

20 MR. CONWAY: Good.

21 COUNCILMAN CLARKE: Tom, the
22 issue with respect to vacant lots -- and
23 I want to thank you for your quick
24 response when we call and ask for some
25 assistance on various issues.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Vacant lots and graffiti
3 removal, ideally if you were in a
4 position to get a significant number of
5 employees traditionally during the
6 season, which is the summer months, how
7 many could you use, if someone said right
8 now you can have a whole bunch of --

9 MR. CONWAY: Sky's the limit?
10 When we first initiated the program back
11 in, I think, 2001, 2002, we had roughly a
12 hundred employees just solely for the
13 vacant lot program, and that year we did
14 clean roughly 31,000 vacant lots.

15 COUNCILMAN CLARKE: With the
16 hundred?

17 MR. CONWAY: With the hundred
18 employees, yes.

19 COUNCILMAN CLARKE: Were you
20 able to get to all of the lots during the
21 course of the year?

22 MR. CONWAY: We were able to
23 get to all the lots one time that year.

24 COUNCILMAN CLARKE: But
25 unfortunately given -- if you can get

1 3/23/10 - WHOLE - BILL 100117, etc.
2 200, 300 employees this summer, would you
3 be able to accommodate the supervision?

4 MR. CONWAY: Not at this time,
5 no.

6 COUNCILMAN CLARKE: No? What
7 would it take for you to accommodate the
8 supervision?

9 MR. CONWAY: We would need to
10 create more supervisor positions. We
11 actually need more equipment and vehicles
12 to transport them.

13 COUNCILMAN CLARKE: All right.
14 The reason I ask this, because the
15 potential availability of the stimulus
16 workers as a result of the Philadelphia
17 Workforce Development Corporation, I
18 believe they're going to be asking for
19 5,000 slots to provide opportunities to
20 for-profit, non-profit, CDCs and I
21 understand the City.

22 What's the maximum we can get?
23 Because our concern is that -- and I know
24 Councilman Jones has been working on this
25 as a team member of the City stimulus

1 3/23/10 - WHOLE - BILL 100117, etc.
2 program -- that it could conceivably,
3 assuming that every organization took
4 four employees, that we'd be looking for
5 1,200 employers. So we really need to be
6 in the position to get a few employers
7 that will take a lot of people, and I
8 just thought about the ability of the
9 City to have these people going to work,
10 cleaning graffiti, which, as you know, is
11 closely approaching out-of-control
12 proportions, and vacant lots.

13 What's your interaction with, I
14 guess, Jenny -- what's her name?

15 MR. CONWAY: Jenny Sporado
16 (ph)?

17 COUNCILMAN CLARKE: Jenny
18 Sporado.

19 MR. CONWAY: Yes, we did meet
20 with Jenny, and at this time, with the
21 current funding level that I do have, we
22 were able to come up with a number of
23 about 25.

24 COUNCILMAN CLARKE:
25 Twenty-five?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. CONWAY: Twenty-five.

3 COUNCILMAN CLARKE: You got to
4 do more than that.

5 MR. CONWAY: But also keep in
6 mind we are going to be working with the
7 Prison System.

8 COUNCILMAN CLARKE: You do
9 what? I'm sorry.

10 MR. CONWAY: The Prison System
11 with regards to non-violent offenders.
12 Three days a week we're going to have
13 prison folks coming out to assist with
14 cleaning the vacant lots, and that's at
15 two separate locations. So that will be
16 six additional teams this year.

17 COUNCILMAN CLARKE: Okay. I
18 guess my point is is that I want to -- my
19 preference, if we can get people jobs --
20 and I forget how much they pay, up to \$13
21 an hour?

22 MR. CONWAY: Thirteen dollars,
23 yes.

24 COUNCILMAN CLARKE: I really
25 would like to maximize that opportunity,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 because the worst thing we can do is not
3 take advantage of stimulus dollars. And
4 I think apparently the match, the City's
5 match, is 20 percent, but the 20 percent
6 can be supervisory.

7 DR. BARNETT: Right. The
8 in-kind contribution of the supervisor
9 counts as the in-kind match.

10 COUNCILMAN CLARKE: So I guess
11 I'm saying, is there a way that we can go
12 way beyond the 25?

13 MR. CONWAY: I mean, at this
14 time, we would need to hire additional
15 supervisors for sure. With regards to
16 equipment, we don't have that on hand
17 right now. We actually have to get
18 vehicles to transport the individuals,
19 which is a large portion of the
20 operation. Logistically --

21 COUNCILMAN GREEN: Point of
22 information.

23 MR. CONWAY: -- it would be
24 very hard to set up in a short period of
25 time, because I do believe the funding is

1 3/23/10 - WHOLE - BILL 100117, etc.
2 set to expire at the end of September
3 unless it was approved for additional
4 funding.

5 COUNCIL PRESIDENT VERNA: The
6 Chair recognizes Councilman Green for a
7 point of information.

8 COUNCILMAN GREEN: I'd just
9 like to help out Councilman Clarke, if I
10 can.

11 COUNCILMAN CLARKE: I wasn't
12 aware I needed help.

13 COUNCILMAN GREEN: No, I don't
14 mean it that way.

15 Couldn't current employees
16 serve as supervisors even though we're
17 not making them supervisors, and instead
18 of having half your crews or send out
19 three of your regular people or two of
20 your regular people or one of your
21 regular people and ten other kids, as one
22 example? And another -- there are school
23 buses that are empty during the summer.

24 I mean, we have to get creative
25 in order to make sure we are able to take

1 3/23/10 - WHOLE - BILL 100117, etc.
2 advantage of the stimulus dollars, and I
3 keep hearing the same bureaucratic
4 response, which is, Here is the problem,
5 and what I'd like to hear you say is --

6 COUNCILMAN CLARKE: Point of
7 information.

8 COUNCILMAN GREEN: -- we'll
9 find a solution.

10 COUNCILMAN CLARKE: Madam
11 President, point of information.

12 COUNCILMAN GREEN: I'm
13 finished.

14 COUNCILMAN CLARKE: Thank you.
15 I was actually --

16 MR. CONWAY: Can I respond to
17 that?

18 COUNCILMAN CLARKE: No. I was
19 actually in the process of getting to
20 that point before the Councilman assisted
21 me, to ask about some creative ideas. I
22 just wanted to make sure that I knew what
23 the problem was before we talked about
24 potential solutions, although I concur
25 with the Councilman, but I was going to

1 3/23/10 - WHOLE - BILL 100117, etc.

2 get there eventually.

3 If we're talking about a short
4 term, because I understand right now it
5 conceivably will expire in September, but
6 there is likelihood that they may
7 continue, because Congresswoman Schwartz
8 is apparently a key member of that
9 committee that funds that particular
10 program. There's a likelihood that it
11 will be extended.

12 As Councilman Green said in my
13 stead, could we come up with a
14 significant strategy, a creative
15 strategy, on expanding those
16 opportunities? Because I would hate to
17 think that we lose opportunities to put a
18 lot of people to work and do good things
19 and getting the City clean and sending
20 the message to these knucklehead graffiti
21 artists, is what they call themselves,
22 that we're not going to allow them to
23 continue to deface our city. And as long
24 as we continue not to respond, they're
25 going to basically take the position that

1 3/23/10 - WHOLE - BILL 100117, etc.

2 they run this city, they own this city
3 and continue to aggressively mar the
4 looks of our city.

5 So can we kind of sit down and
6 talk about that? Because I just hate to
7 have to send the money back.

8 MR. CONWAY: Absolutely.

9 COUNCILMAN CLARKE: Because at
10 the rate we're going, we're not going to
11 get the 5,000 slots.

12 MR. CONWAY: No, and I think,
13 again, the logistics of it, it's not as
14 simple as just putting the individuals in
15 the bus. There's safety issues,
16 liability issues and, of course,
17 supervision issues. Roughly, you need
18 about six employees to one supervisor
19 with regards to doing vacant lots in the
20 City of Philadelphia.

21 COUNCILMAN CLARKE: I
22 understand.

23 MR. CONWAY: So you're talking
24 about a substantial number of folks that
25 we need to hire to supervise them in a

1 3/23/10 - WHOLE - BILL 100117, etc.

2 very short period of time. I mean, it's
3 not saying it cannot happen, but --

4 COUNCILMAN CLARKE: Well, my
5 understanding that there are a number of
6 other organizations that do that work,
7 like Self, Incorporated --

8 MR. CONWAY: Self Help.

9 COUNCILMAN CLARKE: -- beyond
10 the City workforce -- Ready, Willing and
11 Able -- that we can count on them, that
12 we can funnel that workforce through us
13 and have them subcontract, not for money
14 purposes but subcontract that activity in
15 terms of supervisory, in terms -- I mean,
16 Ready, Willing and Able, they have buses.
17 Self has buses, transportation.

18 I mean, we got to get creative.
19 I mean, there are ways of doing this, and
20 I hate to think that just because we
21 can't transport people to the vacant lots
22 or the graffiti removal site that we lose
23 this opportunity.

24 MR. CONWAY: Well, I'd
25 definitely love to sit down and explore

1 3/23/10 - WHOLE - BILL 100117, etc.

2 it with you.

3 COUNCILMAN CLARKE: Can we,
4 please?

5 MR. CONWAY: Yes, sir.

6 COUNCILMAN CLARKE: Thank you.

7 Thank you, Madam President.

8 COUNCIL PRESIDENT VERNA:

9 You're welcome.

10 The Chair recognizes Councilman
11 Kelly.

12 COUNCILMAN KELLY: Thank you,
13 Madam Chair.

14 Good morning, Dr. Barnett.

15 DR. BARNETT: Good morning.

16 COUNCILMAN KELLY: I just want
17 to go over a few things that you
18 mentioned in your testimony.

19 I was surprised that -- you may
20 have to have a 7.5 reduction in your
21 budget, but I was surprised that you're
22 going to pick on one of the programs that
23 I think has been doing a tremendous job
24 in the City of Philadelphia. And at this
25 time, I'd like to commend your Deputy,

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Mr. Conway, for doing an excellent job
3 running it. It's a good department. We
4 always -- any time we call there, we had
5 I think an immediate and timely response
6 to our service needs.

7 I would like to know -- you
8 mention that the reduction would cause
9 you to reduce the Graffiti Paint and
10 Supply Voucher Program. Would this
11 reduce any personnel? Would there be a
12 reduction in personnel?

13 MR. CONWAY: No, there would
14 not be any reduction in personnel.

15 COUNCILMAN KELLY: Just
16 supplies?

17 MR. CONWAY: It will be
18 supplies.

19 COUNCILMAN KELLY: Do you know
20 how much you would save on this?

21 DR. BARNETT: It would be
22 150,348 for the reduction in the purchase
23 of equipment and supplies and a reduction
24 of an additional 290,681 for the free
25 bags and the gloves for community

1 3/23/10 - WHOLE - BILL 100117, etc.

2 clean-up.

3 COUNCILMAN KELLY: How much

4 would that be?

5 DR. BARNETT: 290,681.

6 COUNCILMAN KELLY: So it's

7 around 450,000, somewhere around there,

8 the savings.

9 Could you specify the list of

10 contracts that would be eliminated?

11 DR. BARNETT: Are you speaking

12 specifically of --

13 COUNCILMAN KELLY: No. I'm

14 talking about the roughly, you say,

15 250,000 would be eliminated.

16 DR. BARNETT: Yes. That

17 reduction is in the professional services

18 that support the implementation of reform

19 team implementation, probably in the time

20 and attendance system, but there are

21 several other reform initiatives that

22 need to be implemented and would require

23 an investment.

24 COUNCILMAN KELLY: Okay. I

25 would just like to get on to your 3-1-1

1 3/23/10 - WHOLE - BILL 100117, etc.
2 system. You mention here you're
3 investing approximately 500,000 in
4 capital dollars. Are you spending that
5 now? Is that budgeted?

6 DR. BARNETT: No. That's
7 allocated for --

8 COUNCILMAN KELLY: That's what
9 you're contemplating?

10 DR. BARNETT: Yes. That's what
11 is allocated in the school year '11.

12 COUNCILMAN KELLY: And this is
13 another study, in other words?

14 DR. BARNETT: It is more than a
15 study. It is an implementation plan. We
16 have to do an assessment of what we need,
17 and we need to look at both our telephone
18 technology as well as our information
19 systems technology. We'll do that, and
20 the 500,000 ought to also enable us to
21 begin the implementation based on that
22 analysis.

23 COUNCILMAN KELLY: How are your
24 personnel trained for 3-1-1? We have
25 some problems. For instance, I want to

1 3/23/10 - WHOLE - BILL 100117, etc.
2 give you one. One of my staff members
3 called the information -- one of our
4 constituents called, for instance, and it
5 was about a stray animal. Your operator
6 searches the knowledge center, I believe?

7 MS. LUE: Correct.

8 COUNCILMAN KELLY: And they in
9 turn, the operator would notify the
10 person to call PACA. Now, PACA hasn't
11 been around for at least over a year, a
12 year and a half. So I'm thinking about
13 updating. How is your system updated as
14 to getting the updated information to
15 give a constituent?

16 MS. LUE: That's a good
17 question. Our staff works with the
18 various departments and agencies within
19 the City and outside of the City to
20 ensure our knowledge base is updated with
21 accurate and correct information.
22 Whenever it is found that the information
23 in our system is incorrect, we have a
24 knowledge base liaison that actually
25 contacts the agency to ensure that we get

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the correct information in our system.
3 So that's how that process works.

4 COUNCILMAN KELLY: Can you
5 repeat that?

6 MS. LUE: The knowledge base is
7 updated by contacting either the
8 department or the agency who first
9 provided --

10 COUNCILMAN KELLY: When do you
11 do this?

12 MS. LUE: We do it every day,
13 on a regular basis. We'll contact
14 agencies if we find out -- right now we
15 have over 4,000 articles in our knowledge
16 base systems, and sometimes the
17 information that we have, the
18 departmental information may have
19 changed, and what we do is, we contact
20 the department or the department may
21 contact us to provide us updated
22 information within our systems.

23 COUNCILMAN KELLY: If you do
24 that every day, why wouldn't your
25 operator know that PACA has been out of

1 3/23/10 - WHOLE - BILL 100117, etc.
2 business and the current information
3 would be to contact the SPCA? And I'm
4 sure that there have been probably, oh, I
5 don't know, in a month's time, there
6 probably could be 100, 150 calls made to
7 your operator.

8 MS. LUE: I will go back and
9 research and find out what exactly is in
10 our knowledge base and bring that answer
11 back.

12 COUNCILMAN KELLY: Okay. Thank
13 you.

14 Thank you, Madam Chair.

15 COUNCIL PRESIDENT VERN: The
16 Chair recognizes Councilman Jones.

17 COUNCILMAN JONES: Thank you
18 again, Madam President.

19 What I want to know is with the
20 deregulation of electric coming in '11,
21 we pay for a lot of street lights, and
22 Councilman Clarke and I, at his
23 leadership, have begun to look at the
24 process of an authority that would put
25 the City of Philadelphia in a better

1 3/23/10 - WHOLE - BILL 100117, etc.
2 position to negotiate energy rates, but
3 is there a plan out of your office to
4 deal with this impending budgetary
5 impact?

6 DR. BARNETT: Yes, and Deputy
7 Mayor Rina Cutler will describe our
8 preparation.

9 (Witness approached witness
10 table.)

11 DEPUTY MAYOR CUTLER: Good
12 morning. For the record, Rina Cutler,
13 Deputy Mayor, Transportation and
14 Utilities.

15 Councilman, we are in the
16 process of trying to complete a business
17 plan in anticipation of electric rates,
18 caps, coming off at the end of the year.
19 We have recently hired, through a grant,
20 a new energy manager. The gentleman we
21 hired is paid for out of our funds. His
22 previous employment was procuring energy
23 for Amtrak as well as several school
24 systems in New Jersey.

25 So we are completing a plan in

1 3/23/10 - WHOLE - BILL 100117, etc.

2 order to go on the street and do the

3 purchasing of energy for the City

4 sometime before the end of the year.

5 COUNCILMAN JONES: And have you

6 put together some scenarios? If left

7 unchecked -- we don't have a real big

8 discount with PECO at this point, do we?

9 DEPUTY MAYOR CUTLER: We have a

10 reasonably good --

11 COUNCILMAN JONES: What is

12 reasonable?

13 DEPUTY MAYOR CUTLER: I think

14 we're paying -- currently, it's a 15

15 percent discount that will obviously go

16 away at the end of the year.

17 COUNCILMAN JONES: What is our

18 energy consumption by way of electric

19 annually now?

20 DEPUTY MAYOR CUTLER: How much

21 are we consuming?

22 COUNCILMAN JONES: How much do

23 we use?

24 DEPUTY MAYOR CUTLER: I do not

25 have that number, Councilman. It is

1 3/23/10 - WHOLE - BILL 100117, etc.
2 actually handled out of -- it will be
3 handled out of individual departments
4 going forward as of, I believe, July. It
5 is currently all within Public Property,
6 I believe.

7 COUNCILMAN JONES: Okay.

8 DEPUTY MAYOR CUTLER: For the
9 12,000 meters that are the City
10 buildings.

11 COUNCILMAN JONES: But not just
12 that, we also pay for street lighting,
13 correct?

14 DEPUTY MAYOR CUTLER: We do,
15 but it is part of the overall City -- the
16 bill for street lighting, I believe, is
17 just in excess of about \$3 million a
18 year, and I believe there's another --
19 don't hold me to it, but around a million
20 for traffic signals as well.

21 COUNCILMAN JONES: So we're
22 talking about, minimum, round-about
23 figures, five million. I won't hold you
24 to that, but if we're talking about \$5
25 million and a 15 percent increase, that's

1 3/23/10 - WHOLE - BILL 100117, etc.
2 substantial. And as Councilman Clarke's
3 visionary plan to look at these options,
4 we're talking about the triangle complex
5 as an example of how we can reduce our
6 energy consumption, and it may have
7 ramifications if we start talking about
8 police stations, fire stations, rec
9 centers, and I know we did the Novesco --
10 is that Invesco?

11 DEPUTY MAYOR CUTLER: We did an
12 ESCO.

13 COUNCILMAN JONES: Inesco?

14 DEPUTY MAYOR CUTLER: ESCO.

15 COUNCILMAN JONES: ESCO. And
16 they are looking and auditing or looking
17 at how we audit those buildings. I think
18 all of that information, as we start
19 planning our Five Year Plan, is probably
20 equal in importance if we start
21 accompanying gas prices and consumption
22 of heating bills, as important second
23 only to our staffing costs.

24 DEPUTY MAYOR CUTLER: Well, I
25 think that's correct. We are -- in fact,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the numbers you just talked about for
3 street lights and the number I talked
4 about for street lights and traffic
5 signals is actually a very small part of
6 the City's overall energy consumption in
7 all of its buildings. There are 12,000
8 individually metered City-owned
9 buildings.

10 COUNCILMAN JONES: Can you give
11 us a rough estimate of what that is? I
12 would hope you would provide that figure
13 to the President, but can you give us a
14 rough estimate of what we're talking
15 about?

16 DEPUTY MAYOR CUTLER: I think
17 it's around \$37 million for the current
18 fiscal year. So that is before the caps
19 come off.

20 COUNCILMAN JONES: So with a 15
21 percent possible increase there and
22 possibly other utility companies to
23 follow, our planning going forward is as
24 important as our labor negotiations, to
25 say the least. We have the ability, if

1 3/23/10 - WHOLE - BILL 100117, etc.
2 we do this right -- and I've had some
3 preliminary conversations with Councilman
4 Clarke, and, again, I give him kudos for
5 his forward thinking -- to eventually
6 reverse that and even sell energy back to
7 the grid.

8 DEPUTY MAYOR CUTLER: Well, I
9 mean, I think there are a number of
10 different issues here. In order to sell
11 energy back to the grid, we need to be
12 producing it, and I think there are a
13 variety of ways that we are currently
14 looking at in terms of putting a business
15 plan together as to whether we go out
16 into the wholesale part of the business
17 or whether we purchase it on the retail
18 part of the business, how we manage both
19 the conservation side, which is through
20 the Office of Sustainability, or the
21 procurement side, which will run through
22 my office.

23 So I think there are a lot of
24 moving parts to it, but certainly with
25 12,000 individual meters and rate caps

1 3/23/10 - WHOLE - BILL 100117, etc.
2 coming off, I would agree with you that
3 the future procurement of power is going
4 to need to be managed very tightly in
5 order not to become another budget buster
6 for us.

7 COUNCILMAN JONES: Just as a
8 closing comment, as Transportation Chair
9 and Public Utilities, we need to look at
10 that holistically to see whether or not
11 some of these utilities can work out in
12 the reverse of us being purveyors,
13 sellers of energy to smaller
14 municipalities.

15 DEPUTY MAYOR CUTLER: I'm happy
16 to have a conversation about it. I think
17 the City needs to be somewhat cautious
18 about becoming a utility, because I think
19 there are some severe risks financially
20 to becoming a utility and having to
21 manage our own version of non-payment.
22 And so I do think there are -- there is
23 one version which really has us become a
24 provider of energy ourselves. There's
25 another version that has us be able to

1 3/23/10 - WHOLE - BILL 100117, etc.
2 produce some of our own power and sell
3 the excess back to the grid after we've
4 used our own. There's another version
5 where we will need to figure out what
6 alternative energy sources are that we
7 want to pick up and try to wean ourselves
8 a little more off electricity.

9 So I think there are a variety
10 of pieces to it. It is my office's hope
11 that within the next two months, we will
12 have a business plan drafted, and at that
13 point, we are planning on holding a
14 briefing for Council before anything
15 else.

16 COUNCILMAN JONES: Necessity is
17 the mother of invention, and with
18 deregulation, it's going to become a
19 necessity, but I also think it is the
20 birth place of opportunity, and if we
21 look at this correctly, some of the
22 low-income people in the City of
23 Philadelphia may be the unintended or
24 intended beneficiary of your work. So
25 I'm going to be looking at what you do

1 3/23/10 - WHOLE - BILL 100117, etc.
2 with an eye towards it's deregulation on
3 us, but it's also deregulation on the
4 rest of the citizens in the City of
5 Philadelphia.

6 Thank you, Madam President.

7 COUNCIL PRESIDENT VERNA:

8 You're welcome.

9 The Chair recognizes
10 Councilwoman Brown.

11 COUNCILWOMAN BROWN: Thank you,
12 Madam President.

13 Is there anything else either
14 one of you might want to say on
15 Councilman Jones' question or concern
16 regarding --

17 DEPUTY MAYOR CUTLER: Energy?

18 COUNCILWOMAN BROWN: Yes.

19 DEPUTY MAYOR CUTLER: Well, I
20 do think it's going to become a fairly
21 big focal point for the Administration
22 and the City, not only because we're
23 likely to have to pay more in terms of
24 procurement, but the how we procure it,
25 the who we procure it from, and all of

1 3/23/10 - WHOLE - BILL 100117, etc.
2 which utilities are regulated by the PUC.
3 And so I think there are a lot of pieces
4 to it. I would agree I think there also
5 needs to be a fairly major public
6 information program. I think it's pretty
7 clear to me at this point that the public
8 is not -- they may be aware that electric
9 caps come off, but they're not
10 necessarily aware that they can go out
11 into the market and procure energy, or
12 should.

13 PECO will have a rate, as they
14 are required to do under the PUC
15 legislation, but it will be a rate of
16 last resort. We do not expect that that
17 is the best rate anybody can get. And so
18 I think part of what needs to happen
19 going forward is, there really also needs
20 to be a public information campaign that
21 starts to prepare the citizens for that
22 pretty dramatic way of doing business is
23 really going to change for them.

24 COUNCILWOMAN BROWN: Who do you
25 think might be best suited to undertake

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the massive -- that would be a massive
3 deep reach to help citizens get ready for
4 this? Should it be the City? Should it
5 be the Office of Consumer Affairs?
6 Should it be PECO? Because then you have
7 to look at who is going to foot the bill
8 for that. So who do you think is best
9 suited?

10 DEPUTY MAYOR CUTLER: Well, I
11 think the message is the simpler one.
12 Obviously the cost of that public
13 information campaign, I am hoping, is not
14 in fact borne by the City. So I think
15 there are a number of mechanisms by which
16 citizens can and should be informed and
17 whether they are the utility company
18 itself.

19 Much of the advertisement
20 you're seeing now is from additional
21 energy providers, not PECO, who want to
22 come into the market. And so you're just
23 starting to see advertisements going to
24 citizens in order to get them to change
25 their provider from PECO. So I think

1 3/23/10 - WHOLE - BILL 100117, etc.
2 there is a way to corral all of the folks
3 who wish to provide energy to residents
4 and businesses in Philadelphia, and that
5 hopefully will be part of the business
6 plan as well.

7 COUNCILWOMAN BROWN: When do
8 you anticipate completion of the plan?

9 DEPUTY MAYOR CUTLER: Within 60
10 days.

11 COUNCILWOMAN BROWN: And is
12 there any model of some other
13 municipality that is doing this right
14 already?

15 DEPUTY MAYOR CUTLER: There are
16 several. We are the last, I think, of
17 the big cities who have a rate cap still
18 in place.

19 COUNCILWOMAN BROWN: Such as?
20 Just a couple of examples.

21 DEPUTY MAYOR CUTLER: We've
22 been meeting with folks in Boston and
23 Baltimore and at least in the northeast
24 corridor, Washington, DC, because their
25 energy rate caps came off some months

1 3/23/10 - WHOLE - BILL 100117, etc.
2 ago, some years ago. So we are trying to
3 follow their models as well.

4 COUNCILWOMAN BROWN: Okay,
5 then. Thank you.

6 My five minutes is not up?

7 COUNCIL PRESIDENT VERNA: No.

8 COUNCILWOMAN BROWN: Okay,
9 then. Three hundred eighty-seven
10 thousand nine hundred fifty dollars was
11 in overtime by the Transportation and
12 Utilities, holiday overtime. What might
13 that have been attributed to?

14 DR. BARNETT: There's overtime
15 for Police in the Youth Violence
16 Reduction Partnership, and there is
17 additional overtime in CLIP.

18 COUNCILWOMAN BROWN: Okay.
19 Speaking of Police, with the recent --
20 and I know that discussions are
21 preliminary under the leadership of
22 Councilman Frank DiCicco, but with this
23 new dilemma the City is facing, flash
24 mobs and young people communicating via
25 the social network, and there's a

1 3/23/10 - WHOLE - BILL 100117, etc.
2 decrease in the budget -- let me get this
3 right. I believe I saw a decrease in the
4 budget for the supervision of supportive
5 high-risk youth. Now, that decision, I'm
6 sure, was made prior to this new dilemma
7 that the City is facing with young
8 people. So has there been any discussion
9 internally to reconcile that, that budget
10 decrease with this new dilemma with young
11 people?

12 DR. BARNETT: I think the
13 budget decrease that you're referring to
14 is what we would have to do if we took
15 the seven and a half percent cuts. Our
16 proposal doesn't include those cuts. So
17 our proposal to you is that the funding
18 remain there. And Deputy Mayor Gillison
19 can talk about some of our recent efforts
20 with the Police in terms of dealing with
21 flash mobs.

22 COUNCILWOMAN BROWN: Okay.
23 Please.

24 (Witness approached witness
25 table.)

1 3/23/10 - WHOLE - BILL 100117, etc.

2 DEPUTY MAYOR GILLISON: Yes.

3 As you know -- again, Everett Gillison,
4 Deputy Mayor for Public Safety.

5 Yes. We have been meeting not
6 only with various merchants, as
7 Councilman DiCicco knows, have been both
8 e-mailing and doing our own sense of
9 social networking in order to make sure
10 that we keep ahead of this as much as we
11 can. But, yes, the Police Commissioner,
12 myself, the Mayor, we've been discussing
13 different ways of increasing the
14 flexibility of the force that is down in
15 that area. We want to make sure that we
16 keep a citywide presence, because we have
17 to be able to move and move quickly once
18 we get the intel.

19 What we really need to do is
20 have parents do what they did just this
21 other day, they told us about what was
22 going on, because they were monitoring
23 their children, and we had an additional
24 way of finding out and we were able to
25 move quickly to move the resources to

1 3/23/10 - WHOLE - BILL 100117, etc.
2 where we anticipated the problem would
3 be. If we did not have that, it takes
4 time to actually bring that on.

5 I know that we have been able
6 to bring additional undercover units into
7 the Center City area, along the South
8 Street area and even in Manayunk in
9 anticipation of things that may have
10 happened or that we were tipped off
11 about. But we are trying to be as
12 vigilant and as quickly to respond to
13 these things that is brought to our
14 attention.

15 COUNCILWOMAN BROWN: So there
16 is a connect with the School District, I
17 know.

18 DEPUTY MAYOR GILLISON: Yes.
19 Yes. Obviously we are connected with the
20 School District. We have a connection
21 with the various associations around the
22 City and we use Town Watch to be able to
23 get some additional information.

24 We are trying to be as flexible
25 as possible without trying to be overly

1 3/23/10 - WHOLE - BILL 100117, etc.

2 dramatic in our response as we go

3 forward.

4 COUNCILWOMAN BROWN: Thank you,

5 Madam President.

6 COUNCIL PRESIDENT VERNA:

7 You're welcome.

8 The Chair recognizes

9 Councilwoman Miller.

10 COUNCILWOMAN MILLER: Thank

11 you. Thank you, Madam President.

12 I have a couple questions for

13 Tom Conway and the CLIP program.

14 (Witness approached witness

15 table.)

16 COUNCILWOMAN MILLER: Hi. How

17 you doing?

18 MR. CONWAY: Good.

19 COUNCILWOMAN MILLER: I think

20 you do a great job.

21 MR. CONWAY: Thank you.

22 COUNCILWOMAN MILLER: But, Tom,

23 remember you and I had a discussion

24 when -- you know that my staff does a lot

25 of vacant lot clean-ups with the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 community groups, et cetera, and many
3 times they have a problem with not having
4 the proper equipment or enough of that.
5 Remember we had a conversation and you
6 talked about liability, and I'm saying,
7 Well, they're City workers also.

8 So have you figured out what to
9 do when we need to borrow equipment from
10 you so we can maybe do the job in half
11 the time?

12 MR. CONWAY: We're talking
13 about creating a partnership with the
14 prison participants and community
15 organizations and your office. This
16 actually came out of what you were
17 stating and also Councilman Clarke with
18 regards to how do we work together,
19 because you understand there is just
20 40,000 vacant lots in the City of
21 Philadelphia. There's no way that the
22 City is going to be able to clean and
23 maintain them by ourselves. So with your
24 suggestion of getting equipment and
25 having your office, our office work

1 3/23/10 - WHOLE - BILL 100117, etc.
2 together and also bring in the prison
3 participants into it, I mean, our goal is
4 to go out on weekends and just have
5 massive clean-ups in Council districts
6 and neighborhoods throughout the City of
7 Philadelphia.

8 COUNCILWOMAN MILLER: So then
9 there has been a system set up where we
10 can borrow needed equipment?

11 MR. CONWAY: Well, we're going
12 to go out there with you. We'll have
13 somebody from our staff be out there with
14 you during the clean-up. So you will be
15 able to get equipment out there.

16 COUNCILWOMAN MILLER: Okay.
17 Well, I guess that works.

18 How many people are you
19 bringing in from the prison to help on --
20 you said three times a week?

21 MR. CONWAY: We have three
22 times a week at two separate locations.
23 I don't have an exact number. About 20
24 each day. So that's 60 workers per week,
25 additional workers.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILWOMAN MILLER: Well,
3 this week on Friday we're doing a
4 clean-up at a playground, and so if in
5 fact we needed help, which I don't know
6 that we do, we're trying to get other
7 resources, but if we do, who do we call?
8 Just you?

9 MR. CONWAY: You can contact
10 me.

11 COUNCILWOMAN MILLER: Okay. I
12 have some other questions regarding
13 3-1-1.

14 Thank you, Tom.

15 MR. CONWAY: You're welcome.

16 (Witness approached witness
17 table.)

18 COUNCILWOMAN MILLER: Hi. Good
19 morning.

20 MS. LUE: Good morning.

21 COUNCILWOMAN MILLER: I forgot
22 your name. What's your name?

23 MS. LUE: I'm Rosetta
24 Carrington Lue.

25 COUNCILWOMAN MILLER: Rosetta,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 was there anything you learned or thought
3 you might change based on the Call
4 Center's response in handling of the
5 numerous calls during this largest
6 snowstorm of our lifetime?

7 MS. LUE: Yes. I mean, we've
8 had three opportunities to get better at
9 it. So one of the things that we learned
10 as part of this is the critical need for
11 us as a department and as a city to work
12 together so we can have information for
13 the customers when they call us up front.
14 That has helped so much in being
15 proactive and letting the citizens know
16 what's going on and what the City is
17 doing about it. Because we will get the
18 same questions over and over again, and
19 working with the Streets Department, the
20 agents were more prepared to answer those
21 questions for those constituents.

22 COUNCILWOMAN MILLER: Because I
23 got good information. I got good
24 feedback, particularly one -- actually, I
25 was just at a community meeting last week

1 3/23/10 - WHOLE - BILL 100117, etc.
2 and someone said that she used the e-mail
3 system and got a very quick response to
4 the issue of cleaning and shoveling her
5 street. And then I've also -- and we
6 receive all kinds of calls. I mean, I
7 had one call where a person called my
8 home and asked me to give her the Mayor's
9 personal phone number because she was so
10 outraged over her street not being
11 cleaned and her attempts to communicate
12 that with 3-1-1 and she couldn't get a
13 live person on the phone. And most of
14 the time when people call me, I will call
15 just to see for myself. On that
16 particular day, I never got a live person
17 on the phone after making two calls and
18 being on hold for quite some time, and I
19 knew you were overwhelmed. I didn't know
20 whether you had enough staff. I just
21 didn't know what, but I know that that
22 was surely a challenge and an opportunity
23 to learn and do something different.

24 MS. LUE: Correct. Correct.
25 And you're correct in your assessment.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 For example, we would normally get maybe
3 2,500, 3,000 calls a day. On some days
4 we were hitting 18,000 calls coming
5 through the Contact Center. So the
6 agents -- and we were all hands on deck.
7 We were in the Walk-in Center, doing
8 e-mails, web self-service, people were
9 calling. There was just a lot of
10 customers calling in on particular days
11 that we were not able to handle them
12 within an adequate time period.

13 COUNCILWOMAN MILLER: What
14 would you do different?

15 MS. LUE: In a catastrophic
16 situation like this, I think there is not
17 a lot you can do very differently except
18 communicate to the customers externally
19 via radio, public service announcements,
20 the web, again, the Contact Center,
21 because they're calling us. But I think
22 that whole communication plan really
23 needs to be developed and looked at, even
24 with the employees, making sure the
25 employees understand what's going on.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Those are the things that we need to
3 concentrate on when we're dealing with
4 catastrophic situations like those.

5 COUNCILWOMAN MILLER: All
6 right. Thank you.

7 Thank you, Madam President.
8 That bell sure goes off really quick.

9 COUNCIL PRESIDENT VERA: The
10 Chair recognizes Councilman DiCicco.

11 COUNCILMAN DiCICCO: Thank you,
12 Madam President.

13 Good morning. I'd just like to
14 follow up on the flash mobbing issue.

15 (Witness approached witness
16 table.)

17 COUNCILMAN DiCICCO: I happened
18 to be in Center City Saturday. I went to
19 the orchestra and then went for a late
20 dinner at a restaurant at Broad and
21 Locust, and I was literally in the middle
22 of the crowds that were coming north on
23 Broad obviously coming from South Street.
24 I didn't know what it was. Originally I
25 thought it was a bunch of kids that were

1 3/23/10 - WHOLE - BILL 100117, etc.
2 coming from one of the theatres, maybe
3 there was a concert going on. And I will
4 say that the majority, the vast majority,
5 of the kids that I saw were well-behaved
6 and well-mannered. As you know, we
7 always get one or two knuckleheads that
8 begin to start problems, and then the mob
9 mentality takes over.

10 I didn't see any incidents of
11 violence, until somewhere around 11:30
12 when it looked like about 20 police
13 vehicles were traveling south on Broad
14 Street trying to meander through the
15 traffic, because at that time of night
16 with all the theatres being let out and
17 the restaurants, Center City was packed.
18 And when I first got there, I really felt
19 good. I felt good about being in the
20 City. It was alive. The weather has
21 changed. People were coming out enjoying
22 themselves. And then it just turned into
23 a situation that certainly did not make
24 it very comfortable.

25 I have received dozens and

1 3/23/10 - WHOLE - BILL 100117, etc.
2 dozens of e-mails since that incident,
3 and what concerns me is not only the bad
4 publicity that we receive, but the folks
5 that I'm getting it from primarily are
6 Philadelphians who live in the vicinity
7 of Center City, South Street, who have
8 seen lots of times different problems.
9 We have Mardi Gras and other incidents.
10 But I've never seen or heard the concern
11 of the magnitude that I've seen over this
12 weekend. People are fearful. I mean,
13 really fearful for their livelihoods.

14 Mostly everyone has suggested
15 to me or told me that they are done going
16 into Center City on a weekend and they
17 will never go back to South Street to
18 shop or dine. And these are people who
19 live within a block or two of South
20 Street.

21 So I'm only saying that so that
22 my colleagues understand the seriousness
23 of this situation. A flash tells you
24 it's in, it's gone and it goes away.
25 This is the third, maybe fourth such

1 3/23/10 - WHOLE - BILL 100117, etc.

2 incident that we've had in the last
3 couple of months.

4 DEPUTY MAYOR GILLISON: Four
5 months.

6 COUNCILMAN DiCICCO: I talked
7 to the Mayor yesterday a couple of times
8 about it, and what I'm asking my
9 colleagues is to think about what I'm
10 about to say. I did talk to a couple of
11 my colleagues earlier this morning.

12 I think what we need to do is
13 to put a human face on this issue, maybe
14 by way of the clergy, maybe by way of
15 going out to the schools -- and not
16 necessarily for people who are in public
17 office like ourselves or the police -- to
18 go out and try to talk to these kids
19 about the negative impact that this is
20 having on our city, which ultimately will
21 cost all of us revenues and possibly loss
22 of jobs. Most of the people who work in
23 the service industry, about 85 percent of
24 the people who work in the service
25 industry in our city, come from our

1 3/23/10 - WHOLE - BILL 100117, etc.
2 neighborhoods. So when an incident
3 happens at Macy's and people decide that
4 I'm no longer going to shop at Macy's,
5 that means that sales are down, which
6 translates into less business, which
7 means that Macy's will then begin to cut
8 staff. That staff are people who are
9 cousins and aunts, uncles, mothers,
10 fathers, sisters, brothers who live in
11 these neighborhoods.

12 I had a conversation with the
13 regional manager for Macy's on the East
14 Coast a couple weeks ago, came into a
15 meet-and-greet type thing, and it wasn't
16 specific about the flash mob, but
17 obviously we got into that conversation.
18 I talked to the Mayor about this
19 yesterday, and I'm just offering it, and
20 I'd ask my colleagues to think about this
21 a little bit further. If there is a way
22 in which we can encourage the hotel
23 industry, the entertainment industry and
24 obviously the retail folks to talk to
25 some of their employees and ask if they

1 3/23/10 - WHOLE - BILL 100117, etc.
2 would act as ambassadors, if you will, to
3 go out into the schools and talk to these
4 kids about this fun thing that you think
5 is neat is going to have a devastating
6 effect on the livelihoods of most
7 Philadelphians who -- all Philadelphians,
8 for that matter, but primarily for the
9 Philadelphians who work in our service
10 industry, especially in the core of
11 Center City. I think that's the message
12 that we need to get out.

13 I've gotten calls from
14 reporters from New York and other places.
15 I've refused to discuss the issue with
16 them, because it just makes this
17 situation worse. But I can show you
18 e-mails. A lady who lives on Fitzwater
19 Street, who -- I can't remember the name
20 of her company. She works in Center
21 City. She has a mini convention coming
22 in in June, 800 people. She has already
23 put a blast e-mail out telling all her
24 folks who are coming here not to go to
25 South Street, stay out of Center City,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 find other venues to go and enjoy
3 yourself, because Center City is
4 dangerous. And this is a Philadelphia
5 person, who is that afraid by bringing
6 this convention, that she will be held
7 somewhat responsible for not alerting the
8 folks who are -- the conventioners who
9 are coming in for this convention.

10 Again, I really didn't want to
11 kind of get into this in a public way,
12 but I think it's the only way really to
13 get this message out. This is a very, in
14 my opinion, a very serious situation,
15 worse than Mardi Gras, because Mardi Gras
16 happens once a year, and we've weaned
17 ourselves away from that. We've gotten
18 past it. But this occurrence could
19 happen literally on a weekly basis, and
20 if we don't do something -- and I'm not
21 suggesting we're not. There's no
22 criticism here -- we're going to lose
23 Center City. I am that concerned. And I
24 really believe that we will lose our
25 Center City. It's that bad.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Thank you. Thank you, Madam

3 President.

4 COUNCIL PRESIDENT VERNA: Thank

5 you.

6 The Chair recognizes Councilman

7 Kelly.

8 COUNCILMAN KELLY: Thank you,

9 Madam Chair.

10 I couldn't agree with

11 Councilman DiCicco more so. I think he

12 has made some very, very good points, and

13 I think it's something that I think the

14 City and all of us have to look at to see

15 how we can resolve that problem. I

16 really do.

17 Doctor, I know that you'll be

18 leaving us soon and I want to thank you

19 for your last two years of service.

20 DR. BARNETT: Thank you.

21 COUNCILMAN KELLY: I really do.

22 I appreciate all the things that you've

23 done for us.

24 This is something that I

25 brought up last year and I just want to

1 3/23/10 - WHOLE - BILL 100117, etc.
2 know if you had any additional thoughts
3 about it. It's about removing the animal
4 care and control out of the Health
5 Department, because my good doctor,
6 frankly, they don't give a damn. Now, I
7 don't say that maliciously. I really
8 don't. I think if Dr. Schwarz were here,
9 he would give me a hundred reasons of
10 higher priorities, and I would agree with
11 him. This shouldn't be a high priority
12 for them. They have the health of this
13 whole city that they have to take care
14 of, and I understand that. But I
15 mentioned this last year, if you had any
16 thoughts about removing it and putting it
17 somewhere else that would make more sense
18 than putting it in the Health Department.

19 DR. BARNETT: We have Susan
20 Kretsge here from Health and Opportunity,
21 and I'd like to ask her to talk about
22 some of the things that they're doing
23 with animal care and control to improve
24 the situation.

25 I will say that we did look at

1 3/23/10 - WHOLE - BILL 100117, etc.
2 this. It is a fairly typical
3 organizational arrangement in cities to
4 have animal control involved with general
5 public health. So I'm not sure that
6 changing its organizational location
7 would, by any magic way, make a
8 difference in how we're doing it, but I
9 do take your concerns and ideas about how
10 we can better manage it and where it is
11 to heart, and I'd like to ask one of the
12 representatives here to let you know some
13 of those things that we're doing to try
14 to address your concerns.

15 (Witness approached witness
16 table.)

17 MS. KRETSGE: I'm Susan
18 Kretsge. I'm here representing
19 Dr. Schwarz, who had to be in Washington,
20 DC today.

21 The Health Department has
22 spent, over the last year, a lot of time
23 and energy looking at how animal control
24 operations are handled and looking to
25 improve them, and I know, Councilman

1 3/23/10 - WHOLE - BILL 100117, etc.
2 Kelly, you're familiar with much of this.
3 We have a contract in place with the
4 SPCA. We continue efforts to become a
5 no-kill city.

6 There has been an informal
7 group advising the Health Department on
8 ways to better manage animal control, and
9 that is becoming the formal Animal
10 Advisory Committee, and I know that you
11 will be serving on that as appointed by
12 the Council President as an ex-officio
13 member.

14 We have done a lot of work
15 reaching out to animal advocacy groups,
16 people who maybe in the past had a
17 somewhat hostile relationship with the
18 Department. We have reached out to
19 embrace them, because we are very
20 committed to doing the best that we can
21 around animal control activities and
22 around the public safety issues related
23 to that.

24 I would mirror what the
25 Managing Director said about where this

1 3/23/10 - WHOLE - BILL 100117, etc.
2 activity generally is housed within city
3 governments. Often it is in the public
4 health department or in a public safety
5 area. The Department is very committed
6 to working with all those interested to
7 improve our efforts around this area.

8 COUNCILMAN KELLY: Have you
9 contacted any other cities to see how
10 they handle animal control?

11 MS. KRETSGE: I can speak for
12 the Health Department and say that they
13 have spoken to other cities. I'm unable
14 to give you any detail on that. I know
15 when the Health Department is here to
16 give their budget --

17 COUNCILMAN KELLY: That's where
18 most of my questions will be anyway. So
19 I don't want to belabor the --

20 MS. KRETSGE: I'll make sure
21 that they're prepared to answer that.

22 COUNCILMAN KELLY: Okay. Thank
23 you.

24 Thank you, Madam Chair.

25 COUNCIL PRESIDENT VERNA:

1 3/23/10 - WHOLE - BILL 100117, etc.

2 You're welcome.

3 The Chair recognizes Councilman
4 Clarke.

5 COUNCILMAN CLARKE: Thank you,
6 Madam President.

7 I might need Mr. Frank up here.
8 Real quick question. City Council, a
9 number of members in Council, have been
10 talking about enhancing the technology
11 with Council internally. We've expanded
12 our website, and I know a number of
13 Councilpeople, actually Councilwoman
14 Tasco and Councilwoman Quinones-Sanchez,
15 are looking at some of the models in New
16 York, CouncilStat. And you know, as we
17 said, we are an independent branch of
18 government, so we always look at ways of
19 improving our internal situation.

20 How difficult would it be if
21 Council wanted to set up a system
22 comparable to 3-1-1, but it would be a
23 4-1-1 number for Council, so you wouldn't
24 have to figure out what Councilperson
25 number to call or the tech staff or

1 3/23/10 - WHOLE - BILL 100117, etc.

2 whatever? You just call a particular

3 number, 4-1-1. I kind of like that

4 4-1-1, because that's information.

5 DR. BARNETT: Yeah,

6 information. How difficult would it be?

7 Well, one of the things that we've done,

8 particularly with 3-1-1, is to work with

9 Councilwoman Sanchez to look at

10 CouncilStat in New York, and our

11 Director, Rosetta Lue, has gone with the

12 Council staff on a number of occasions to

13 New York to see what their model is, and

14 I'd like for her to talk a little bit

15 about how CouncilStat works there.

16 My sense is is that the best

17 way to do this is to make sure that any

18 of the information in CouncilStat is also

19 coordinated with 3-1-1 stats and vice

20 versa. As we do now --

21 COUNCILMAN CLARKE: What do you

22 mean by that?

23 DR. BARNETT: Well, right now

24 what we do is, we give each Councilmember

25 regular reports on what kinds of issues

1 3/23/10 - WHOLE - BILL 100117, etc.
2 are in your district or citywide that
3 we're getting through 3-1-1.

4 COUNCILMAN CLARKE: Doctor, I
5 only have like five minutes. I don't
6 want to use up my time talking about
7 3-1-1. Can I get --

8 DR. BARNETT: Yes. We'll talk
9 about CouncilStat.

10 COUNCILMAN CLARKE: That will
11 take up all my five minutes.

12 DR. BARNETT: Sorry.

13 MS. LUE: The trip to New York,
14 we actually saw their CouncilStat
15 application, and what they're doing, they
16 have not centralized it so the
17 constituent calls one number. They're
18 still keeping those individual Council
19 offices within New York.

20 COUNCILMAN CLARKE: Is that by
21 choice?

22 MS. LUE: That's by choice.
23 That's by choice. But what they have
24 done, though, is actually purchased an
25 application, a computer customer service

1 3/23/10 - WHOLE - BILL 100117, etc.
2 type of application, where it's
3 centralized. So within those Council
4 districts, they can actually pull the
5 stats together of all the calls that are
6 coming into the individual offices and
7 begin to see a trend as to why customers
8 or constituents are calling each
9 individual Council office. So
10 individually you may not -- you may have
11 a small view of what's going on within
12 your area, but what they have done is
13 been able to aggregate that information
14 across, I think it's, 52 boroughs or 52
15 districts within New York. They've been
16 able to aggregate that data to say, Hey,
17 there is a problem not just in my area
18 but also in these other areas as well.
19 So that's how they're using that
20 CouncilStat information. It's really for
21 Council.

22 COUNCILMAN CLARKE: Okay. I
23 guess as I travel -- and I try to stay
24 within my district, but every now and
25 then, they allow me to go over the border

1 3/23/10 - WHOLE - BILL 100117, etc.
2 to other Council districts, and people
3 sometimes ask about something in Council,
4 and I said, Well, it's not really in my
5 district, and off the top of my head, I
6 can't think of a Councilperson's number
7 and I don't know what to tell them. I
8 usually tell them, Call my office. But
9 if I say, Well, call 5-1-1, because I
10 know you can't do 4-1-1, for obvious
11 reasons. Call 5-1-1 and that will direct
12 you to whatever Councilperson or whatever
13 area of the City that you need to deal
14 with your Councilperson on or at-large.
15 That's basically kind of what I'm talking
16 about.

17 MS. LUE: Yeah. You can create
18 a new model which not only is your
19 information centralized in a database,
20 you can also create a model where you
21 have one phone number. If a constituent
22 wants to call City Council, they're
23 calling one number, and that call can
24 either be dispatched or they can answer
25 generally -- you can create the model.

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2 COUNCILMAN CLARKE: Well, I
3 want to call that one number, but
4 ultimately be --

5 DR. BARNETT: Get to each
6 individual office.

7 COUNCILMAN CLARKE: -- sent to
8 your Councilperson or an at-large
9 Councilperson. From a technology
10 standpoint, I guess the question I'm
11 asking is, how difficult would that be to
12 do?

13 MS. LUE: From a technology
14 standpoint, I'll let the CTO answer that,
15 but from my experience, you can create
16 the number and it wouldn't be that
17 difficult, but I'll let him answer that
18 question.

19 (Witness approached witness
20 table.)

21 COUNCILMAN CLARKE: And
22 understand that after this hearing,
23 Councilmembers might say, Are you crazy?
24 We don't want to do that.

25 MR. FRANK: I'm Allan Frank,

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2 the Chief Technology Officer.

3 To answer the question, yeah,
4 it would be possible for Council to set
5 up a phone number or whatever it is,
6 5-1-1, 6-1-1, and then when the citizen
7 actually got something on the other side,
8 the choice you could create is, even
9 through voice response, the name of the
10 particular Councilperson and then forward
11 that call directly to that office. So
12 there's any number of options that you
13 would have, and it's really well within
14 our capability to do that sort of thing.
15 It's really not very difficult at all.

16 I think the big issue is, is
17 there somebody on the other side of the
18 phone in the Councilperson's office that
19 when there is a call, is someone actually
20 live going to pick it up. I think that
21 would be the bigger concern.

22 COUNCILMAN CLARKE: Yeah. I
23 think most of us want to --

24 MR. FRANK: It's a no-brainer
25 technically, if that's what you want.

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2 COUNCILMAN CLARKE: If there's
3 one number, somebody said, Well, I need
4 to call City Council.

5 Who is your Councilperson?

6 I don't have no clue, which
7 happens more frequently than you would
8 think.

9 Well, call this number and you
10 get diverted to your Councilperson or an
11 at-large Councilperson.

12 MR. FRANK: Yeah. That's not
13 very hard at all.

14 COUNCILMAN CLARKE: The
15 technology would be relatively
16 inexpensive?

17 MR. FRANK: Yes, sir.

18 COUNCILMAN CLARKE: Great.
19 Thank you.

20 COUNCILWOMAN TASCO: I'd like
21 to call the young lady back for 3-1-1.
22 I'm sorry. We should ask all these
23 individual --

24 DR. BARNETT: This is Rosetta
25 Lue. She's our Director of the 3-1-1

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2 Contact Center.

3 COUNCILWOMAN TASC0: The
4 reports that you send out about the kind
5 of calls you get and you categorize them
6 by district, I notice that in my
7 district, the 9th, but also other
8 districts, we have a large -- the calls
9 for abandoned cars sort of outstrips
10 other than when you have episodic stuff
11 like the snow. Other than that, you get
12 abandoned cars.

13 What's happening? For a moment
14 we thought the abandoned car program was
15 pretty much operating and the cars were
16 leaving, but I see there's an increase in
17 a number of those calls, and particularly
18 in my district.

19 MS. LUE: Right. Well, that's
20 one of the good things about 3-1-1, is
21 that we actually -- what the perception
22 is, that something may have been taken
23 care of or that has been fixed, what
24 we're able to do is to capture the
25 citizen's request for resolution of a

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2 problem. And so with those reports,
3 we're able to ascertain that there are
4 issues within certain districts on
5 different types of complaints.

6 So with the abandoned car
7 program, let me refer to Deputy Mayor
8 Gillison to talk a little bit about
9 exactly what's happening with that
10 program.

11 DR. BARNETT: We are seeing an
12 increase in these, and these are handled
13 by the Police Department, which is why
14 Deputy Mayor Gillison is going to respond
15 to your question.

16 (Witness approached witness
17 table.)

18 DEPUTY MAYOR GILLISON: Good
19 morning, Councilwoman.

20 Yes, the abandoned car policy
21 is still in effect. It's still going on.
22 The program is still going on. What we
23 have done is be able to put more
24 transparency. People thought that when
25 they called 3-1-1 initially and when it

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2 was deemed to be completed, that the car
3 had been removed. There are laws that
4 have to be followed with notice and also
5 to be placing the placard up. And so
6 within the Department, we have now
7 streamlined our response. 3-1-1 is
8 called, they then call -- notify the
9 Police. The Police go out, they put the
10 notice on the car. It is actually noted
11 at that time to see where the car is. At
12 that point, there is a timeframe that has
13 to be followed. I think it's about three
14 days that have to go by. If the car is
15 still there, sometimes 3-1-1 would then
16 get another call that says that the car
17 is still there, because people think that
18 you can just take the car immediately,
19 and you can't. But after that time
20 period is over and after the three-day
21 period is over to five-day, then we end
22 up towing the vehicle after the statutory
23 time has been done. At that point, we
24 now circle back to 3-1-1 to make sure
25 that they know that the job has been

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2 done. Whether it has been that the car
3 is not going to be towed or it will be
4 towed, we now have to close the loop to
5 3-1-1 so the citizen can be notified.

6 So those things are still
7 happening. We have seen an increase in
8 the abandonment of cars again in the
9 City. We have been looking at proposing
10 legislation to Harrisburg to help with
11 the transfer of title so that people just
12 can't use the pinks anymore solely, that
13 they would have to get it registered in
14 order to make sure that we would know who
15 the last owner is, because all that
16 usually happens is that the pinks are
17 used maybe three or four different
18 transfers ago, then when the Police go
19 back to the original -- or the owner
20 that's on the title, they say that they
21 got rid of that car a long time ago.

22 So we're trying to propose to
23 Harrisburg different ways of handling
24 that, but the program itself in towing,
25 we are still doing and we are now working

1 3/23/10 - WHOLE - BILL 100117, etc.
2 very closely with 3-1-1 to make sure that
3 we close the loop that was opened at the
4 beginning of this process.

5 DR. BARNETT: And one of the
6 things that we do in 3-1-1 is, when we
7 get a call like this, we're careful to
8 let the citizen know that there is this
9 time delay because of the legal process,
10 so that we're helping to get the
11 information out about exactly how long it
12 takes. That's helped as well.

13 COUNCILWOMAN TASCO: What's a
14 pink?

15 DEPUTY MAYOR GILLISON: The
16 pink is the transfer of title issue.
17 Usually when you end up transferring the
18 title, you could actually write on the
19 back of the title. When you go, usually
20 you would have a pink form. That form
21 could be filled out and just given, and
22 people would keep those in the vehicle to
23 show that they have transferred title,
24 but then on the pink, you can actually
25 transfer title again, and what happens,

1 3/23/10 - WHOLE - BILL 100117, etc.

2 what we're seeing, is these cars are
3 being transferred again and again and
4 again. We're also getting issues where
5 people say they donated their car to
6 various organizations that you might be
7 aware of and all the sudden, those cars
8 are appearing back out on the street and
9 the owner is saying, I gave the car to
10 XYZ Foundation, I don't know why it's
11 back on the street, and they're
12 disavowing any knowledge, and the only
13 thing they show us is the fact that they
14 said that they transferred the vehicle.

15 So we needed to tighten that
16 up. We've been looking at how to do that
17 with legislation and we're trying to work
18 with our state representatives, because
19 it is a state issue.

20 COUNCILMAN KELLY: Point of
21 information.

22 COUNCILWOMAN TASC0: Point of
23 information. Councilman Kelly.

24 COUNCILMAN KELLY: Thank you,
25 Madam Chair.

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2 Mr. Gillison, I just want to
3 know, do you have any working
4 relationship with the Parking Authority?

5 DEPUTY MAYOR GILLISON: Do I
6 have any -- I mean, I meet with --

7 COUNCILMAN KELLY: I mean
8 "working" as far as eliminating this
9 problem?

10 DEPUTY MAYOR GILLISON: Oh,
11 yes. We talk -- of the Parking
12 Authority, I will actually say Deputy
13 Mayor Cutler has a lot more of a working
14 relationship, but I've been at a lot of
15 meetings with the Parking Authority and
16 we work very well together addressing not
17 only this issue but whatever.

18 You have to remember,
19 Councilman, though, the Police have their
20 own tow squad. So that's the one I'm
21 really speaking to, what we're doing
22 internally with the Police.

23 COUNCILMAN KELLY: They don't
24 seem to have as many, though, as the
25 Parking Authority.

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2 DEPUTY MAYOR GILLISON: Oh, I'm
3 sure they don't.

4 COUNCILMAN KELLY: And the
5 Parking Authority is notoriously
6 efficient when it comes to removing cars.

7 DEPUTY MAYOR GILLISON: I will
8 have no comment on that.

9 COUNCILWOMAN TASCO: Would the
10 Police Department be the only agency to
11 tow these automobiles? Going back to
12 Councilman Kelly's thought, that maybe
13 the Parking Authority could be the agency
14 that tows the cars.

15 DEPUTY MAYOR GILLISON: Well, I
16 know that the Police have jurisdiction
17 over certain areas and the Parking
18 Authority has jurisdiction on others, and
19 I don't want to overstep, so I will get
20 back -- I'll actually put together an
21 outline for you and submit that to the
22 Chair so the entire Council knows when
23 one authority has the other and when the
24 other one, because I don't want to speak
25 out of turn at this time.

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2 COUNCILWOMAN TASC0: Is there a
3 reason for that authority?

4 DEPUTY MAYOR GILLISON: By law.

5 COUNCILWOMAN TASC0: State law?

6 DEPUTY MAYOR GILLISON: I think
7 it's state law. I believe it's state
8 law, but I'll make sure in my response to
9 the Chair.

10 COUNCILWOMAN TASC0: Thank you.

11 DEPUTY MAYOR GILLISON: You're
12 welcome.

13 COUNCILWOMAN TASC0: While
14 you're sitting there, because you were
15 next --

16 DEPUTY MAYOR GILLISON: I try
17 to move as quickly as possible.

18 COUNCILWOMAN TASC0: The Office
19 of Reintegration, do you head up that
20 department or do you have an Executive
21 Director for that?

22 DEPUTY MAYOR GILLISON: There
23 is no Executive Director, although we are
24 putting together a call at this time for
25 an Executive Director. I hope to have

1 3/23/10 - WHOLE - BILL 100117, etc.
2 one in by the next fiscal year, but right
3 now, the Chief of Staff of that has been
4 running that department for the past
5 year.

6 COUNCILWOMAN TASCO: So tell me
7 what are the services you provide.

8 DEPUTY MAYOR GILLISON: The
9 Mayor's Office of Reintegration Services
10 for Ex-offenders is now known as RISE.
11 We provide direct services still in a
12 couple of different areas; that is, in
13 socialization skills. I guess that's the
14 best way to say that. But for the most
15 part, we've gone to a model of capacity
16 building in other agencies, community
17 agencies or non-profits or even
18 for-profit companies. We have a
19 relationship at the new center, just
20 opened yesterday, at 11th and Market. We
21 have a center for literacy collaboration.
22 We have America Works, which is being
23 paid through ARRA dollars, which is a
24 rapid attachment to work, job developing
25 area. We also have mentoring that we now

1 3/23/10 - WHOLE - BILL 100117, etc.
2 have contracted and provided services on
3 site with our Mayor's Office on Faith
4 Initiatives, working through four or five
5 faith groups that are providing mentors
6 to the ex-offenders. All of that is now
7 housed at 34 South 11th Street on the
8 sixth floor.

9 COUNCILWOMAN TASC0: So at the
10 end of the day, do you have any idea or
11 statistics on the number of people who
12 come through the program thus far --

13 DEPUTY MAYOR GILLISON: Oh,
14 absolutely, yes.

15 COUNCILWOMAN TASC0: -- who
16 have reentered but also who are working?

17 DEPUTY MAYOR GILLISON: Yes. I
18 can tell you that we went to this model
19 beginning in July of 2008. We were
20 looking for obviously dollars, because
21 our dollars were beginning to slip away,
22 and we had to cut a lot of things. Our
23 primary way of dealing with it was
24 through the Prison budget and trying to
25 reallocate funds from the Prison budget

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2 to make sure that we were able to give
3 people the opportunity to get jobs. As
4 you know, the Mayor's focus is get jobs
5 for people and they will be able to
6 correct themselves, or at least keep
7 themselves in a corrective state.

8 The idea has been that over the
9 last year -- so if you go the last fiscal
10 year, 2008 to 2009 -- I have at least
11 1,500 people that came through the doors.
12 Those that actually stayed with the
13 program were approximately 700, and of
14 the 700, we were able to get them through
15 the programs that were offered by our
16 partners to get ready for jobs, and I
17 think we placed over 375 in full-time and
18 full-paying jobs. Those persons have a
19 recidivism rate, which is obviously what
20 I'm worried about, of less than four
21 percent. We report on these things not
22 only through the CJAB, which, when asked,
23 this is one of the programs that I try
24 and make sure people understand we are
25 dealing with, but also to make sure that

1 3/23/10 - WHOLE - BILL 100117, etc.
2 we put out this notice, and every time I
3 go out or when the Mayor goes out, we
4 talk about the successes we've had and
5 trying to get more employers to actually
6 hire the people once we get them ready
7 and eligible to work in our program.

8 COUNCILWOMAN TASCO: Thank you
9 very much. I appreciate that.

10 DEPUTY MAYOR GILLISON: You're
11 welcome.

12 COUNCILWOMAN TASCO: The Chair
13 recognizes Councilman Jones.

14 COUNCILMAN JONES: Thank you.

15 Just a quick question for you
16 while we have you. On these flash riots
17 that are precipitated through electronic
18 communication, sometimes Facebook,
19 sometimes --

20 DEPUTY MAYOR GILLISON: Can I
21 just say that "riot" is a little strong.

22 COUNCILMAN JONES: Three
23 thousand folks on South Street?

24 DEPUTY MAYOR GILLISON: I
25 understand. "Riot" is a little strong.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN JONES: You say
3 tomato, I say tomato, but we'll go with
4 your definition.

5 Do we have someone within law
6 enforcement that is monitoring Facebook,
7 monitoring Twitter and, more importantly,
8 is hip enough, if you know what I'm
9 saying, to understand the secret language
10 that these young people have? Because
11 they've got abbreviations for everything
12 and sometimes it goes over our head, but
13 if we had someone that was adept to that
14 jargon, we can anticipate where it's
15 going to be and head it off the path.
16 Because if 3,000 people know and we're
17 sitting in here in City Hall clueless, we
18 need to find someone with a greater
19 understanding of that culture.

20 DEPUTY MAYOR GILLISON: Well,
21 thank you very much, Councilman, and
22 believe me, I understand not only your
23 question, but also I will agree with you
24 that whenever 3,000 people show up at any
25 one place, it's a problem, no matter how

1 3/23/10 - WHOLE - BILL 100117, etc.

2 you look at it, especially if they may or
3 may not have ill will on their mind.

4 Yes, we do have people that are
5 monitoring, both in the Department and
6 outside of the Department, monitoring
7 these particular areas, but I have to
8 emphasize that it's the nature of the
9 electronic age that you almost have to be
10 part of this inner circle to get that
11 kind of communication directed to you.
12 You're on Facebook. We have a number of
13 Councilpeople here on Facebook. We
14 monitor -- if you want to say just by
15 looking at what you post, we monitor what
16 you're posting.

17 COUNCILMAN JONES: We know
18 you're looking at us, if you think we
19 don't know it.

20 DEPUTY MAYOR GILLISON: We also
21 know that there are a number of people
22 that once you are their friends, you
23 could actually get into what they're also
24 saying. And, yes, we do. We have that
25 not only for all elements that make up

1 3/23/10 - WHOLE - BILL 100117, etc.
2 our rich society, young, hip, old, unhip,
3 whatever you want to say. If you're out
4 there, we're trying to monitor. The
5 difficulty is is that you have to be able
6 to be aware of what the individuals who
7 are planning the event, which is usually,
8 on a Twitter, account to account, and
9 then it just passes virally through the
10 numbers of friends that they have.

11 What we've been trying to do
12 through Anthony Murphy and Town Watch,
13 through just our other partners that we
14 use in the community, PAAN, for example,
15 with our YVRPers, we want them to be part
16 of our eyes and ears, and they are part
17 of that process of alerting us as quickly
18 as possible. People don't recognize
19 that, but that's that kind of
20 collaboration that we maintain as we go
21 forward in this particular area.

22 So the answer is, yes, we're
23 doing it. It's just difficult to handle
24 it because it's just the nature of the
25 medium.

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2 COUNCILMAN JONES: Just as a
3 friendly suggestion, you might want to
4 reach out to the Youth Commission --

5 DEPUTY MAYOR GILLISON: Okay.

6 COUNCILMAN JONES: -- to see if
7 they might have a greater insight and
8 understanding as to this difficult
9 problem, because it is going to make it
10 bad for all young people who want to have
11 a wholesome good time, whatever that is,
12 but as we start to have fear of young
13 people because of their great numbers, we
14 can probably head some of this off if we
15 had greater intel into how that works.
16 And I think that they're far more adept
17 and equipped to understand the lingo than
18 we are, and if you reach out to them, it
19 might be a part of the solution.

20 DEPUTY MAYOR GILLISON: I will
21 take that, and I think that's an
22 excellent idea. I think it's also
23 important for them to be part of the
24 solution.

25 COUNCILMAN JONES: Correct.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 DEPUTY MAYOR GILLISON: To have
3 them stand with and not only say, This is
4 what's going on, but this is how we feel,
5 and to be able to have them say to their
6 peers, You are really damaging what we're
7 trying to accomplish. I think that the
8 Youth Commission could play an excellent
9 role in that, and I will take that
10 suggestion. Thank you very much.

11 COUNCILMAN JONES: Just
12 finally, I don't know what percentage
13 comes from outside of Philadelphia, but I
14 would guess that there might be a
15 surprise in there that you'll find a lot
16 of people that aren't even from
17 Philadelphia, they're from surrounding
18 counties that view Philadelphia as a
19 great place to let their hair down as
20 opposed to the counties in which they
21 reside, and we might want to just put a
22 Post-it note on to finding out where they
23 come from, and that might give us greater
24 insight as well.

25 DEPUTY MAYOR GILLISON: Thank

1 3/23/10 - WHOLE - BILL 100117, etc.

2 you.

3 COUNCILMAN JONES: Thank you,

4 Madam Chair.

5 COUNCILWOMAN TASC0: Thank you.

6 The Chair recognizes Councilman
7 Green.

8 COUNCILMAN GREEN: Thank you,

9 Madam Chair.

10 I'm going to continue to go
11 through some positions, but I'd like to
12 sort of make an overarching point and
13 respectfully ask the Managing Director
14 and the Administration and the other
15 departments to not fill positions while
16 we're in the middle of this budget
17 process. People are getting hired
18 throughout the City. A couple people got
19 hired by the IG's Office right before
20 this process began. People are getting
21 hired in the 3-1-1 Call Center. There
22 are a couple other departments where they
23 had just filled some vacant positions.
24 And I know that we authorized those
25 positions last year in the budget

1 3/23/10 - WHOLE - BILL 100117, etc.
2 process, but we also are facing a \$500 to
3 \$700 million issue over the next five
4 years and we're filling positions, and at
5 least for myself, I'm not going to view
6 any position filled in the last couple of
7 months as filled. I'm going to view it
8 as vacant in terms of trying to find
9 savings, and I'd hate to have people
10 start a job, be all excited and then be
11 disappointed. If people haven't been
12 doing or in a position for six, nine
13 months -- the public has just told us
14 that they think the level of service
15 we're providing is as good as it's been
16 in the recent Pew poll or a small
17 percentage even said they think service
18 has improved in the face of all these
19 cuts. I just think as we go through this
20 process, I find it frustrating to hear,
21 yes, we have to raise taxes \$180 million;
22 oh, yes, we just filled those three
23 positions. So my request is that we stop
24 filling positions until we agree on a
25 budget.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 (Witness approached witness
3 table.)

4 MR. AGOSTINI: Madam Chair,
5 Steve Agostini, Budget Director for the
6 City.

7 Councilmember, as I tried to
8 point out when you asked for the
9 information, the increment run that's in
10 the budget was as of November or
11 December, and we have been both holding
12 and filling positions throughout that
13 time period. I mean, the increment run
14 is now almost five months old, and for
15 many of the positions that have been
16 held, there were instances when there
17 were some critical functions that needed
18 to be performed. I would just -- in
19 today's situation, at any given time we
20 probably had somewhere between six to 15
21 vacancies in 3-1-1 given the level of
22 attrition, and while I have been holding
23 positions in an effort to generate
24 savings in the current year to address
25 our budget, you can only do that for so

1 3/23/10 - WHOLE - BILL 100117, etc.
2 long in order to ensure yourselves you're
3 getting the services done.

4 So I just wanted to point out
5 that we are -- there is no mass filling
6 of positions in the 14 days or so since
7 we began these hearings. It really is
8 the case that we've been doing that since
9 the increment run, which is, as I
10 mentioned to you in Council earlier, it's
11 an older number and it's a number that's
12 constantly in flux.

13 COUNCILMAN GREEN: I completely
14 understand that. Somehow they're getting
15 by, and I think we need to just continue
16 to get by until we get through the
17 process. So the past is the past.
18 Whoever is hired is hired. From this
19 point on, I'd like to try to keep our
20 vacancies vacancies.

21 Like a perfect example of that
22 is the hiring in 3-1-1. I don't really
23 understand, because there is a report
24 that was prepared on 3-1-1 by The Pew
25 Charitable Trusts. It said that in

1 3/23/10 - WHOLE - BILL 100117, etc.
2 December, the time waited -- the time
3 waiting for a 3-1-1 call had shrunk from
4 a minute 45 seconds to 18 seconds. Now,
5 I think it's all right if people have to
6 wait 45 seconds instead of 18 seconds to
7 get on the phone.

8 Seventy percent of the calls
9 that come in to 3-1-1 are for general
10 information. If you simply have
11 something that says, This is a call for
12 general information, press 1, this is a
13 call for a service request, press 2, then
14 we can make sure we prioritize service
15 request calls and the general information
16 calls are going to have a longer wait
17 cycle. And in this kind of budgetary
18 environment, that seems like a reasonable
19 thing to do.

20 And I don't mean to pick on
21 3-1-1. It's just the latest example of
22 people who are hiring in the face of
23 asking City Council to raise taxes by
24 \$180 million a year.

25 MS. LUE: Within the 3-1-1

1 3/23/10 - WHOLE - BILL 100117, etc.
2 operations, we are open five days a week,
3 12 hours a day. We're also open on
4 Saturdays eight hours.

5 COUNCILMAN GREEN: I understand
6 your hours.

7 MS. LUE: Right. What I was
8 saying, with the staff that we have --
9 and also we have a Walk-in Center.
10 When we look at the actual
11 numbers that we need, of personnel that
12 we need, we need a higher number in
13 accordance to looking at the actual
14 workforce, but we are operating with a
15 smaller amount of staff, but we're
16 spreading that staff not only to answer
17 calls, they're also handling walk-ins,
18 they're also handling --

19 COUNCILMAN GREEN: I'm
20 sympathetic.

21 MS. LUE: I'm just saying when
22 it comes to staffing, it is looked at
23 very critically as to whether or not we
24 need that person on board.

25 COUNCILMAN GREEN: Well, I

1 3/23/10 - WHOLE - BILL 100117, etc.
2 mean, let's face it, we've got people in
3 3-1-1 entering data, and then it goes to
4 the department and they enter it into
5 their separate department systems. So
6 we're still entering -- 3-1-1 has created
7 two data entries instead of one data
8 entry the first time someone calls in to
9 the City. So we are -- 3-1-1 has created
10 an inefficiency in duplication of task
11 that Dr. Barnett's original vision and
12 Jim Kenney's original vision and my
13 support for this didn't anticipate that.
14 We haven't gotten there.

15 MS. LUE: For example, with the
16 Streets Department, when the information
17 is sent over to that department for a
18 pothole request, there is no manual entry
19 that's required for that type of
20 operation. There are a couple of
21 organizations that they do when they get
22 a request have to enter things manually,
23 but we are moving towards automation.
24 Like I said, the --

25 COUNCILMAN GREEN: But even if

1 3/23/10 - WHOLE - BILL 100117, etc.
2 they put it in their separate system
3 electronically, my understanding is it
4 hasn't -- it doesn't -- you don't take
5 the metadata from 3-1-1 and automatically
6 put it in Hansen or put it in --

7 DR. BARNETT: The 3-1-1 data
8 and its interface with work order systems
9 in the Department is different department
10 to department, because some departments
11 don't have a work order system and others
12 have different ones.

13 COUNCILMAN GREEN: I
14 understand.

15 DR. BARNETT: So part of what
16 we need to do and part of what will make
17 us more efficient in 3-1-1 is to use the
18 technology to really make that happen,
19 and I think that will improve services
20 without increasing the number of people.

21 COUNCILMAN GREEN: So how much
22 would we save if we just went back to the
23 departmental numbers where people who sat
24 in the department and took the complaint
25 and the work order number entry system in

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the department, how much would we save if
3 we just went back to that system until we
4 built a truly automated system where
5 there's one number that's the same number
6 in 3-1-1, the same number in Streets, the
7 same number in L&I, et cetera? So
8 essentially if we close down the 3-1-1
9 Call Center and went back to people
10 calling department by department, how
11 much would we save in the interim while
12 we're building the platform that we all
13 originally envisioned?

14 DR. BARNETT: I think it would
15 be difficult to say that we'd save
16 anything, and this is why: The previous
17 system didn't have data that said what
18 calls they were getting, how many were
19 answered, how many were dropped. It
20 would be impossible to do a performance
21 comparison, because one of the things
22 that 3-1-1 has done is to give us that
23 data.

24 COUNCILMAN GREEN: Well, I
25 understand that, but I'm talking about in

1 3/23/10 - WHOLE - BILL 100117, etc.
2 terms of dollars, not in terms of
3 performance. In other words, how much is
4 the 3-1-1 budget?

5 DR. BARNETT: It's 2.8 million.

6 COUNCILMAN GREEN: It's 2.8
7 million for salary. So we'd save at
8 least \$2.8 million.

9 DR. BARNETT: No, we wouldn't,
10 because we'd have to reproduce that in
11 the departments.

12 If you'd like for us to do an
13 analysis of what the different costs are
14 and what would be the financial impact of
15 dismantling 3-1-1, I'll be happy to give
16 that to you. It's better than me trying
17 to describe it off the cuff.

18 COUNCILMAN GREEN: That's
19 great. But my point is, there's still
20 somebody in Streets who follows the work
21 order flow and who follows the Streets
22 Department number for work order flow,
23 and that person used to answer the phone
24 directly when people from City Council
25 and others call.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 DR. BARNETT: No. Streets is
3 not consolidated yet, so we get 3-1-1
4 calls on Streets, but Streets also gets
5 calls directly. It's one of the places
6 that has not yet been consolidated with
7 3-1-1.

8 COUNCILMAN GREEN: Right. And
9 even those places that are, there's often
10 two sets of data entry, even if they're
11 both electronic.

12 DR. BARNETT: Well, let me
13 check that.

14 COUNCILMAN GREEN: Okay. I'm
15 looking to pick up pennies off the
16 street, and maybe we need to take a step
17 back and then really implement the full
18 vision rather than go incrementally, and
19 save money in the process or have
20 money --

21 DR. BARNETT: Well, I'll be
22 happy to talk about that with you,
23 because I think that it would be a real
24 mistake to do that. So I'll be happy to
25 explain why.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN GREEN: I appreciate
3 that. It's just that we're hiring people
4 and we've got this report that says the
5 wait time is 18 seconds. And I think
6 people would be pretty patient, a little
7 more patient than that. And it says 70
8 percent of the calls aren't for services.
9 So those are on the same priority in
10 terms of answering as service requests,
11 and there's efficiencies still in this
12 system I believe if we prioritize those
13 calls and potential savings in terms of
14 personnel if you just look at the Pew
15 report.

16 The other statistic that I
17 found interesting is -- and this is
18 information from the Managing Director's
19 Office. Actually, from Rosetta. 3-1-1
20 operators enter approximately 15 new
21 requests per day on average. That's in
22 an eight-hour day they handle 15 requests
23 per person. How does that compare with
24 sort of private-sector call center
25 statistics?

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2 MS. LUE: Those are -- let me
3 clarify. Those are 15 new requests for
4 service. Now, just like you stated, the
5 majority of our calls are for information
6 from the constituents. So some
7 constituents may call for a new request,
8 some may call for a follow-up on a
9 request they placed before, but the
10 majority of them are calling for general
11 information.

12 COUNCILMAN GREEN: So what's
13 that mean? What happens when someone
14 calls for general information?

15 MS. LUE: On a daily average,
16 we receive about 3,500 calls a day. We
17 do have a system in place where if you're
18 calling for directory assistance and
19 general information, the customer does
20 have the option to press 1, and those
21 calls -- like you're going through right
22 now, we do segment those calls so they go
23 to the right skill.

24 If the customer doesn't make a
25 choice or wants service requests, they

1 3/23/10 - WHOLE - BILL 100117, etc.

2 can press -- they just hold on and
3 they'll get a person with the higher
4 level skills to handle that.

5 COUNCILMAN GREEN: So my
6 question is, go through a typical general
7 service request call for me.

8 MS. LUE: So a request for
9 service from a department will --

10 COUNCILMAN GREEN: Not request
11 for service. I'm sorry. General
12 information request.

13 MS. LUE: Okay. A customer
14 will be calling for the library hours,
15 they're calling in for that. They can
16 press one for general information. They
17 will get an agent that will be able to
18 verify the information in our knowledge
19 base, look for the information, follow
20 through with the customer, summarize --

21 COUNCILMAN GREEN: Let me ask
22 you a question. For a general
23 information request, what process does
24 the operator follow? Do they take the
25 person's name?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MS. LUE: No. For just general
3 information, typically the customer does
4 not want or the caller does not want to
5 leave their name. They're just calling
6 for --

7 COUNCILMAN GREEN: Are they
8 asked for their name?

9 MS. LUE: No, they're not asked
10 for their name for general information.

11 COUNCILMAN GREEN: If you just
12 get through to the other line, what
13 happens?

14 MS. LUE: You mean for a
15 service request?

16 COUNCILMAN GREEN: No. If you
17 didn't hit 1.

18 MS. LUE: Oh, they'll end up
19 going to -- just by not hitting anything
20 at all, they'll end up going to an agent.

21 COUNCILMAN GREEN: Does that
22 agent ask for their name?

23 MS. LUE: If it's a service
24 request, they'll ask for contact
25 information. For general information,

1 3/23/10 - WHOLE - BILL 100117, etc.

2 they don't.

3 COUNCILMAN GREEN: What's the
4 typical length of time for a general
5 information request call?

6 MS. LUE: Right now our average
7 talk time is two minutes and 41 seconds.

8 COUNCILMAN GREEN: Okay.
9 What's your average call time for a
10 service request?

11 MS. LUE: For a service
12 request, it's falling within that medium.
13 So depending upon the type of request
14 that we're doing, less than three minutes
15 that they'll be talking to that customer.

16 COUNCILMAN GREEN: So how many
17 calls on average does a 3-1-1 individual
18 handle?

19 MS. LUE: It depends on season.
20 Right now we are averaging about 100
21 calls per agent. Last month we had
22 almost 200 calls that came into the
23 Contact Center.

24 COUNCILMAN GREEN: A hundred
25 calls per person?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MS. LUE: Per agent, correct.

3 COUNCILMAN GREEN: Per

4 eight-hour shift?

5 MS. LUE: Correct.

6 COUNCILMAN GREEN: Could you

7 please break that down for me by month

8 and give me some detail on that --

9 MS. LUE: Sure.

10 COUNCILMAN GREEN: --

11 background to back that up.

12 MS. LUE: Okay.

13 COUNCILMAN GREEN: Okay. I

14 think I've beat the 3-1-1 horse to death

15 for now.

16 COUNCILWOMAN TASCO: I'm

17 getting e-mails now, Councilman Green.

18 COUNCILMAN GREEN: I'm sorry,

19 Madam Chair?

20 COUNCILWOMAN TASCO: I'm

21 getting e-mails now. In addition to

22 3-1-1, as District Councilpeople, we

23 still get contacts from our constituents.

24 COUNCILMAN GREEN: Yes. Well,

25 that's a whole other 3-1-1 issue.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 I did send 3-1-1 a bunch of
3 questions, or the Managing Director's
4 Office, which you were kind enough to
5 answer in advance, so I won't go through
6 them. There was one question related to
7 that that I wanted to follow up on, and,
8 that is, it appears to some members of my
9 staff who have been to the 3-1-1 Call
10 Center and seen what is on the screen and
11 what information is available to a 3-1-1
12 operator in terms of status, all the
13 different notes from the departments and
14 stuff, that's information that we do not
15 get in my office.

16 MS. LUE: The Council staff,
17 what they have is a profile that shows
18 them certain types of information. There
19 are different security levels, that as an
20 agent, they may see the workflow, meaning
21 the programming behind that service
22 request.

23 COUNCILMAN GREEN: Right. So
24 why can't my staffers have that
25 information, which would free up 3-1-1

1 3/23/10 - WHOLE - BILL 100117, etc.
2 time, because when people call us back
3 after we've called 3-1-1 on their behalf,
4 et cetera, we can't say this is where it
5 is in the department, which is available
6 on the screen of every 3-1-1 agent.

7 Now, if you don't want us to be
8 able to change data on there, set that
9 security level, but actually we could
10 take pressure off you because there would
11 be less interaction with Council offices
12 if we had direct access to the same data
13 that your agents have access to.

14 MS. LUE: Okay.

15 COUNCILMAN GREEN: Even if we
16 don't have permission to change it.

17 MS. LUE: We both have the same
18 type of information, except --

19 COUNCILMAN GREEN: That is not
20 correct. I've seen the screen in the
21 3-1-1 or my staff has seen the screen in
22 the 3-1-1 office and they've seen the
23 screen in our office. There's a lot more
24 information available to the agent.

25 MS. LUE: What I was going to

1 3/23/10 - WHOLE - BILL 100117, etc.
2 say is that the resolution as to where
3 the department is, we both have that same
4 access. What is --

5 COUNCILMAN GREEN: Yeah. That
6 is not the information in terms of what
7 is really happening, what the department
8 has actually done. That is like status.

9 MS. LUE: Right. What I was
10 going to say is that what the agent may
11 have -- and it's not in all the cases --
12 they have the actual business process map
13 that the department is going through,
14 which is what you're talking about. We
15 can give that information to Council
16 staff. So all what they're seeing is the
17 actually mapping process.

18 COUNCILMAN GREEN: We'd like
19 the same exact data the agent has so that
20 we don't have to call you.

21 MS. LUE: Right. We will give
22 you that information.

23 COUNCILMAN GREEN: Okay. That
24 will save up 3-1-1 time as well. That
25 way, we don't have to call people in

1 3/23/10 - WHOLE - BILL 100117, etc.

2 3-1-1. I mean, there's four people who
3 are on staff or three that are Council
4 liaison kind of?

5 MS. LUE: No. We have three,
6 the Licenses and Inspections subject
7 matter expert.

8 COUNCILMAN GREEN: Okay. And
9 if we had the same data, we wouldn't
10 really need a liaison, because we'd have
11 the same data.

12 MS. LUE: Okay.

13 COUNCILMAN GREEN: Okay. Let
14 me make sure I didn't forget to ask
15 something.

16 COUNCILMAN JONES: Point of
17 information.

18 COUNCILWOMAN TASC0: Point of
19 information.

20 COUNCILMAN JONES: Does that
21 mean we're going to get the data or we'll
22 have access or is that an, Okay, I hear
23 you?

24 MS. LUE: No. It's, Okay, I
25 hear you, but it's also, Okay, we need to

1 3/23/10 - WHOLE - BILL 100117, etc.
2 get together after this to make sure that
3 we're speaking the same language. If
4 there's data that we have that you need
5 access to, I'll be more than happy to
6 give that to you. Again, what I was
7 trying to get to is that what they're
8 seeing on the screen is actually in some
9 cases the process map detailed out in the
10 system. We can give you that same data.
11 We can give you that same information.

12 COUNCILMAN JONES: When you say
13 give it to us, hard copy --

14 MS. LUE: Yeah.

15 COUNCILMAN JONES: -- give it
16 to us electronically?

17 Giving it to us hard copy
18 doesn't work. Giving it to us realtime
19 so that we don't duplicate the phone call
20 or triplicate the phone call is what I
21 believe is at the heart of my colleague's
22 request, and I concur a hundred percent,
23 that if we could see where a pothole was
24 in the loop of pothole process, it will
25 alleviate us from having to call you to

1 3/23/10 - WHOLE - BILL 100117, etc.

2 do that.

3 MS. LUE: Yes.

4 COUNCILMAN JONES: Thank you.

5 COUNCILMAN GREEN: Two quick
6 questions. Last year's budget had three
7 million in the MDO budget for, I think it
8 was, street furniture fees. It was
9 revenue under the title Strategic
10 Marketing Fees, which I think last year's
11 testimony said was sort of for street
12 furniture. Is the concept of that street
13 furniture and getting those strategic
14 marketing fees dead?

15 (Witness approached witness
16 table.)

17 DR. BARNETT: We can talk about
18 street furniture. I'm not sure what the
19 marketing fees that you're talking about.
20 Is it market-based revenue opportunities?
21 Is that what that is?

22 COUNCILMAN GREEN: Last year's
23 budget it was on Page 13 -- sorry. This
24 year's budget it's on Page 13.

25 DR. BARNETT: It's market-based

1 3/23/10 - WHOLE - BILL 100117, etc.

2 revenue opportunities?

3 COUNCILMAN GREEN: It says

4 "strategic marketing fees."

5 DR. BARNETT: Okay. I think

6 we've got it.

7 COUNCILMAN GREEN: Original

8 estimate is three million. Current

9 estimate is zero.

10 DEPUTY MAYOR CUTLER: I

11 think -- I'm sorry. Rina Cutler.

12 There are two different pieces

13 here. I can speak to street furniture,

14 but that is separate than the

15 marketing-based piece the Managing

16 Director referenced.

17 DR. BARNETT: Right. The

18 market-based revenue opportunities, we're

19 showing a zero there because we're not at

20 this time advocating that we have the

21 advertisement on various public

22 facilities and buildings that would bring

23 in that revenue. So that's the reason it

24 shows as zero this year.

25 COUNCILMAN GREEN: And what was

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the decision-making process that -- is it
3 possible to get that revenue? I mean,
4 did we make a policy decision not to go
5 after it or did we find the market
6 doesn't want to advertise on our
7 buildings?

8 DR. BARNETT: Let me get you
9 the specifics on what happened to that
10 initiative and I'll provide that to the
11 Chair.

12 COUNCILMAN GREEN: Okay.
13 Because, I mean, if it's possible to get
14 the revenue, I'd like to see it --

15 DR. BARNETT: Sure. I
16 understand.

17 COUNCILMAN GREEN: -- given the
18 current circumstance.

19 And while you're there, Deputy
20 Mayor Cutler, what's going on with street
21 furniture?

22 DEPUTY MAYOR CUTLER: Glad you
23 asked, Councilman. We expect the RFP to
24 be on the street this week and we are
25 expecting to be in front of Council with

1 3/23/10 - WHOLE - BILL 100117, etc.

2 a contract in the fall.

3 COUNCILMAN GREEN: And are we
4 anticipating revenue from that?

5 DEPUTY MAYOR CUTLER: We are
6 anticipating revenue from that. Because
7 the way the contract is -- the RFP is
8 written, the people who are bidding on it
9 will be giving us numbers for revenue.
10 We do not at this point know what the
11 market will bring back in. So we have
12 not -- we cannot estimate what we think
13 the revenue from it will be until we get
14 back the responses.

15 COUNCILMAN GREEN: Well, we can
16 estimate with some degree of accuracy or
17 some -- but we can estimate. Will it be
18 a hundred thousand dollars?

19 DEPUTY MAYOR CUTLER: I suspect
20 it will be more than a hundred thousand
21 dollars.

22 COUNCILMAN GREEN: Will it be a
23 million dollars?

24 DEPUTY MAYOR CUTLER: I believe
25 if I can -- you can just use the numbers

1 3/23/10 - WHOLE - BILL 100117, etc.
2 from the current contract, if you wish,
3 to estimate. But we do not know the
4 market -- the market itself is so
5 significantly different, that it is very
6 difficult to project, which is why we did
7 not do so.

8 COUNCILMAN GREEN: I know, but
9 there's a lot of assumptions in the
10 budget, and we're asking people to pay us
11 more fees and taxes and --

12 DEPUTY MAYOR CUTLER: Yes, we
13 are.

14 COUNCILMAN GREEN: -- I'd like
15 to offset that with as much revenue as
16 possible, and if we can make a reasonable
17 assumption about revenue, I'd like to see
18 it reflected.

19 MR. AGOSTINI: If I can respond
20 to both the MBRO that you mention as well
21 as the street furniture, I believe --
22 I'll start with the latter. The street
23 furniture, we had estimates. I think two
24 or three years ago, the City did move
25 forward with what was a preliminary set

1 3/23/10 - WHOLE - BILL 100117, etc.
2 of estimates. The range from the firms
3 that came back to us was something like
4 two and a half to, I think, \$20 million
5 in terms of what might be available to
6 us. When we arrived in this
7 Administration, we took a hard look at
8 that. We took a look at the pro formas,
9 and we concluded that those were -- they
10 just didn't seem to be real. And having
11 done street furniture estimates in San
12 Francisco that ended up with Decaux being
13 hired to provide, as part of the street
14 furniture, public toilets, the estimates
15 that we had inherited when we walked in
16 just seemed totally unrealistic and not
17 grounded in reality.

18 But with respect to the MBRO,
19 we did have the MBRO and have had the
20 MBRO revenue in the budget for a number
21 of years at the \$3 million level. We did
22 go forward with an RFP. We did get some
23 responses back on the RFP. What we
24 realized from that was that the
25 likelihood of realizing anything close to

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the \$3 million was slim, given some of
3 the assumptions that were built there.

4 So I think we intend to proceed
5 with the MBRO, but at this point, having
6 any kind of placeholder for revenue also
7 seems unrealistic.

8 COUNCILMAN GREEN: Well, what
9 did the responses suggest was a realistic
10 figure?

11 MR. AGOSTINI: I think it was
12 all entirely subject to negotiation with
13 what you would make available for
14 advertising or for some form of that
15 market base.

16 COUNCILMAN GREEN: Well, of
17 course.

18 MR. AGOSTINI: And based on
19 negotiation, it just didn't seem clear.
20 Needing to go through the RFP, needing to
21 go through the negotiations, not
22 understanding or at least being confident
23 that those could get concluded in a
24 timely manner to include in the budget,
25 we just made a decision to set that

1 3/23/10 - WHOLE - BILL 100117, etc.
2 aside. We'll proceed, but having a
3 revenue estimate based on that just seems
4 very unrealistic.

5 COUNCILMAN GREEN: Well, I
6 respectfully disagree and say --

7 MR. AGOSTINI: I thought you
8 would.

9 COUNCILMAN GREEN: -- and
10 suggest that we have to include all
11 possible revenue measures with some
12 reasonable estimate. Even if \$500,000
13 you are comfortable with, it's not unfair
14 to ask you to provide that information to
15 us so that we don't have to increase
16 taxes by \$500,000.

17 MR. AGOSTINI: As I said
18 before, we did have it. It was in the
19 budget. It was in the budget for a
20 number of years. At the time, we thought
21 it was a realistic estimate. It never
22 materialized.

23 COUNCILMAN GREEN: Well, it
24 sounds like we haven't done an RFP that
25 the industry wants. It doesn't seem to

1 3/23/10 - WHOLE - BILL 100117, etc.
2 me that it's their fault. We need to put
3 together a list of buildings and
4 properties we're willing to allow them to
5 use, send out an RFP and get bids. It
6 will take us six months. Is the
7 Administration undertaking to do that?

8 MR. AGOSTINI: As I said, we
9 did it. We're looking at it.

10 COUNCILMAN GREEN: But the RFP,
11 you just said, was not specific enough in
12 that it did not say what buildings --

13 MR. AGOSTINI: Well, as the
14 Managing Director said, we can come back
15 and give you, through the Chair, a
16 description of what was done, give you a
17 copy of the RFP, give you a copy of the
18 responses or at least a summary of that,
19 and you can draw your conclusions from
20 that.

21 COUNCILMAN GREEN: All right.
22 I mean, so essentially what we're going
23 to have to do, Madam Chair, is cut even
24 where we think there's revenue because
25 the revenue assumptions are not -- are

1 3/23/10 - WHOLE - BILL 100117, etc.
2 being -- I don't know how to put this.
3 We're getting revenue numbers that are
4 lower than we should reasonably expect
5 them to be through certain initiatives,
6 like street furniture, through
7 advertising on buildings and stuff like
8 that, and we're going to have to rely on
9 the Administration to move expeditiously
10 to bring those in in order to avoid the
11 cuts that we put in. I guess we can do
12 conditional things, if they get that
13 revenue, they don't have to -- they have
14 an additional appropriation in this
15 department or that department. I don't
16 know how else to hold them accountable to
17 things like this.

18 That's all my questions for
19 now. Thank you, Madam Chair.

20 COUNCILWOMAN TASC0: Thank you
21 very much.

22 The Chair recognizes the
23 Procurement Department.

24 Is there anybody else to
25 testify on this?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 (No response.)

3 MR. McPHERSON: The next
4 department is the Procurement Department.

5 (Witnesses approached witness
6 table.)

7 COUNCILWOMAN TASC0: Good
8 afternoon.

9 COMMISSIONER ORTMAN: Good
10 afternoon.

11 DEPUTY COMMISSIONER STITT:
12 Good afternoon.

13 COUNCILWOMAN TASC0: Could you
14 leave quietly, please.

15 Would you state your name for
16 the record, please.

17 COMMISSIONER ORTMAN: Yes.
18 Hugh Ortman, Procurement Commissioner of
19 the City of Philadelphia.

20 COUNCILWOMAN TASC0: Please
21 proceed.

22 COMMISSIONER ORTMAN: Good
23 afternoon, Council President -- or excuse
24 me; Councilwoman Tasco and other members
25 of City Council. I am Hugh Ortman,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 Commissioner of the Procurement
3 Department. With me today is Deputy
4 Commissioner Mary E. Stitt. I am
5 presenting for your consideration the
6 Procurement Department's Fiscal Year 2011
7 budget request.

8 The Procurement Department is
9 requesting a total appropriation for all
10 funds of \$445,700,802, of which 4,238,000
11 is in the General Fund. The General Fund
12 budget for Fiscal Year 2011 provides
13 \$2,423,253 for Class 100, payroll
14 expenses, supporting 50 employees;
15 \$1,766,267 for Class 200, purchase of
16 services; and \$49,054 for Class 300 and
17 400, supplies and equipment. This budget
18 is the same as the Fiscal Year 2010
19 projected obligations of \$4,275,000,
20 except for the transfer of \$36,426 for IT
21 consolidation. The Grants Revenue Fund
22 budget provides \$150,000 for Class 200,
23 purchase of services, and the Water Fund
24 budget provides \$69,228 for Class 100,
25 payroll expenses, for two employees.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 The Procurement Department is
3 comprised of three divisions. The
4 Services, Supplies and Equipment Division
5 centrally purchases products and services
6 required by City departments to provide
7 their services to the public, monitors
8 the City's Class 300 inventory of
9 supplies, accounts for personal property,
10 and disseminates bid information to the
11 public.

12 The Public Works Division
13 processes capital projects and concession
14 bids, administers the citywide
15 advertising program, and coordinates the
16 inspection and disposal of City property.

17 The Executive Division provides
18 the leadership, management and direction
19 of the Procurement Department.

20 The mission of the Procurement
21 Department is to obtain quality goods,
22 services and construction in a timely,
23 cost-effective and professional manner
24 through a competitive, fair and socially
25 responsible process in accordance with

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the law. The FY11 General Fund budget
3 request should provide the resources
4 necessary to accomplish this mission.

5 The Procurement Department has
6 a unique a role in City government in
7 that our customers are the internal
8 departments who need goods and services
9 so that they in turn can provide goods
10 and services to the citizens of
11 Philadelphia. It is our job to find out
12 what our customers need and provide it as
13 quickly and efficiently as possible.

14 To that end, the Services,
15 Supplies and Equipment Division issued
16 210 bids in FY09, resulting in 356
17 contract awards totalling \$91,567,000.
18 For the record, it should be pointed out
19 that in that last sentence, there is a
20 typo in the distributed copies; 210 as
21 read is the correct number of bids.

22 These awards, coupled with
23 contract renewals, mean that at any given
24 time there are approximately 800 active
25 Procurement contracts available for use.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Also in FY09, 801 small purchase orders
3 under \$30,000 were also processed,
4 totalling \$5,210,754. By virtue of the
5 solicitation process, the majority of
6 these awards are made to OEO-certified
7 vendors and other small businesses.

8 In the last year, our Capital
9 Programs Unit processed 116 bids
10 resulting in 99 contracts worth
11 \$214,178,451. Of those, 44 contracts are
12 ARRA funded, with a total dollar value of
13 \$146,898,133.

14 In FY09, the Surplus Disposal
15 Unit contributed over \$750,000 to the
16 General Fund, including 550,000 from an
17 online auction contract for used vehicle
18 and equipment sales and 150,000 from the
19 direct sales of scrap metal. An
20 additional 335,000 was deposited into the
21 Water and Aviation Funds.

22 The Procurement Inspections
23 Officer works closely with the using
24 departments and the Water Testing Lab to
25 ensure that all supplies and equipment

1 3/23/10 - WHOLE - BILL 100117, etc.
2 meet the specifications as required in
3 the awarded contracts. The Inspections
4 Officer certifies that materials meet
5 specifications prior to contract award.
6 Random follow-up inspections are also
7 conducted throughout the entire contract
8 to verify product quality.

9 The Procurement Inventory Unit
10 collects inventory data from all
11 departments, issues tags for all 400
12 Class purchases, including the vehicles
13 and equipment, and provides the Finance
14 Director with consolidated inventory
15 reports on an annual basis.

16 The Department is also
17 responsible to certify local business
18 entities that may qualify for the five
19 percent bid preference on contract
20 awards. This effort is an incentive
21 meant to encourage local vendors to get
22 preference in bidding opportunities while
23 continuing to have a base of operations
24 within the City. The certification
25 process involves verification that

1 3/23/10 - WHOLE - BILL 100117, etc.

2 applicants indeed have a bona fide

3 location within the City and that all

4 permits and taxes are current.

5 Procurement works closely with

6 the Office of Economic Opportunity and is

7 committed to supporting the

8 Administration's goal of a 25 percent

9 minority, women and disabled-owned

10 business participation in City

11 contracting. While it is OEO that is

12 responsible to set and track

13 participation ranges on City contracts,

14 Procurement has an active role in helping

15 prime vendors meet those ranges and

16 ensure that OEO-certified vendors have an

17 opportunity to participate. At pre-bid

18 meetings, vendors are encouraged to seek

19 participation from M, W and

20 DSBE-certified vendors, and they're

21 introduced to certified businesses.

22 Procurement continues to partner with OEO

23 in training programs designed to educate

24 certified vendors about the bidding

25 process and contract opportunities with

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the City. The Economic Opportunity
3 Cabinet, of which I am a member, meets
4 with OEO on a regular basis to discuss
5 just how the Department and the City
6 should proceed in these efforts.

7 Councilwoman Tasco, this
8 concludes my testimony. I will be glad
9 to answer any questions that you or the
10 other members of City Council may have
11 regarding my testimony.

12 COUNCILWOMAN TASCO: Thank you
13 very much. We'll go to the
14 Councilmembers, then I'll come back.

15 COMMISSIONER ORTMAN:
16 Councilwoman, before we continue, my
17 little hearing device that worked so well
18 the last time is not working today, so my
19 assistant, my Deputy, may have to -- I
20 may have to ask for additional --

21 COUNCILWOMAN TASCO: And we'll
22 ask our members.

23 The Chair recognizes Councilman
24 Goode.

25 COUNCILMAN GOODE: Thank you,

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Madam Chair.

3 Good afternoon, Mr. Ortman.

4 COMMISSIONER ORTMAN: Good
5 afternoon.

6 COUNCILMAN GOODE: In your
7 testimony, you say Procurement works
8 closely with the Office of Economic
9 Opportunity, OEO, and is committed to
10 supporting the Administration's goal of a
11 25 percent minority, women and
12 disabled-owned business participation in
13 City contracting. What does that mean?

14 COMMISSIONER ORTMAN: That
15 means that myself, my Deputy and other
16 Department members go to any particular
17 function, whether it may be outreach to
18 minority vendors, to certified or
19 non-certified vendors, and try to get
20 them to sign up as registered vendors
21 with OEO so they can be made aware of
22 just how the City operates, what their
23 role may be, how they can receive
24 contracts, where to find the OEO
25 regulations, where to find the

1 3/23/10 - WHOLE - BILL 100117, etc.

2 application to become registered with

3 OEO, that sort of thing.

4 COUNCILMAN GOODE: The

5 Administration set that 25 percent goal,

6 yet the last few years it's only been 18

7 percent in terms of DBE participation.

8 What has actually changed after the Mayor

9 released the Strategic Plan for the

10 Office of Economic Opportunity in terms

11 of the procurement process? How has the

12 interface with your office changed or how

13 will it change? How, in reality, after

14 the plan was released has the procurement

15 process changed?

16 COMMISSIONER ORTMAN: I'm not

17 sure the process itself would have to

18 change. We need more vendors to

19 participate to become registered so that

20 we can get better responses for the bids

21 and the subcontracting opportunities that

22 may go out there.

23 COUNCILMAN GOODE: Are you sure

24 that's true? Our disparity studies have

25 consistently shown over the last two or

1 3/23/10 - WHOLE - BILL 100117, etc.
2 three years that participation could be
3 25 percent to 28 percent, while we've
4 only been reaching 18 percent. So it's
5 my position that the capacity already
6 exists and has existed for several years
7 to reach 25 to 28 percent. That's what
8 our City's consultant, Econsult, has told
9 us, but we just haven't been reaching the
10 goal because it hasn't been that focused
11 on securing those opportunities or
12 identifying those opportunities
13 throughout the procurement process.

14 So I'm not sure it's a matter
15 of not having reached out to enough
16 vendors to build that capacity.
17 Obviously something has been going wrong.
18 And it's my understanding the Strategic
19 Plan calls for those people who were
20 focused on certification to now be
21 focused on involving themselves in the
22 contracting process. In fact, what was
23 said within that plan is that they would
24 be involved in the pre-bid process,
25 they'd be involved in the awarding

1 3/23/10 - WHOLE - BILL 100117, etc.

2 process, they'd be involved in the

3 contract monitoring process and

4 throughout every stage of procurement.

5 Is that happening or is that not

6 happening?

7 COMMISSIONER ORTMAN: Your last

8 sentence, that they would be involved in

9 every stage of procurement, I'm not quite

10 sure what you meant by that, but --

11 COUNCILMAN GOODE: It's their

12 plan, and as part of the Administration,

13 I guess it's supposed to be your plan as

14 well. Have you read the Strategic Plan?

15 COMMISSIONER ORTMAN: Yes.

16 COUNCILMAN GOODE: The

17 Strategic Plan calls for OEO to be

18 involved and OEO's staff to be

19 involved --

20 COMMISSIONER ORTMAN: I'm

21 sorry. I thought you were referring to

22 individual vendors. I'm sorry.

23 Yes. The OEO is -- as soon as

24 we get a bid ready, before it even goes

25 on the street and before it's even typed,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 it's submitted to them to let them know
3 what's happening. Once the bids are --
4 they come to all our pre-bid meetings, of
5 which there are ranges or goals in the
6 particular bid. They explain to any of
7 the vendors that are there, whether
8 they're prime or subs, the process.

9 COUNCILMAN GOODE: Do they have
10 any sign-offs that have to occur
11 throughout the procurement process?

12 COMMISSIONER ORTMAN: I'm
13 sorry, sir?

14 COUNCILMAN GOODE: Do they have
15 any sign-offs that have to occur
16 throughout the procurement process? Does
17 OEO have to give you a signature at any
18 point in order for the procurement
19 process to move forward?

20 COMMISSIONER ORTMAN: Well,
21 whenever we have a pre-bid meeting,
22 everybody that's there signs in. We have
23 a separate sheet for City employees. I'm
24 talking about --

25 COUNCILMAN GOODE: The way it's

1 3/23/10 - WHOLE - BILL 100117, etc.
2 been described in previous hearings and
3 described some within the Plan, there
4 would be a check-off in terms of the
5 pre-bid process. There would be a
6 check-off in terms of the contract award
7 process. There would be a check-off at
8 every stage of the process as an actual
9 signature authority that OEO would have
10 to have to make sure that at each stage
11 of the procurement process there was an
12 opportunity for OEO to be involved and to
13 identify new opportunities for
14 disadvantaged businesses.

15 COUNCILMAN JONES: Point of
16 information.

17 COMMISSIONER ORTMAN: That
18 particular official process is not in
19 place at this time, no.

20 COUNCILWOMAN TASC0: Point of
21 information. Councilman Jones.

22 COUNCILMAN JONES: In 1987 in
23 the --

24 COUNCILWOMAN TASC0: Speak into
25 the mike, please.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN JONES: In 1987 in
3 the old procurement process, there was a
4 signature required by the Minority
5 Business Enterprise Council for it to be
6 a valid contract, and the counter
7 signature was the Controller's Office. I
8 think my colleague may want to know is
9 there an official signature required for
10 it to be an executed contract?

11 COMMISSIONER ORTMAN: I'm not
12 familiar with that process, sir.

13 COUNCILMAN JONES: Thank you.

14 COMMISSIONER ORTMAN: I'm not
15 saying it's a bad idea. It sounds like a
16 good idea, but I'm not familiar with it.

17 COUNCILMAN GOODE: Actually,
18 let me return to that in a second and
19 very quickly. Of the dollars that you
20 were requesting, how much is being used
21 for purchase of services?

22 COMMISSIONER ORTMAN: I'm
23 sorry?

24 COUNCILMAN GOODE: Purchase of
25 services, Class 200.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COMMISSIONER ORTMAN: The only
3 involvement we have with professional --
4 you're talking about professional service
5 contracts?

6 COUNCILMAN GOODE: You have 1.7
7 million and you have a 150,000 figure.
8 Which involve direct contracting from the
9 Procurement Department?

10 COMMISSIONER ORTMAN: You're
11 asking about the Class 200 purchase of
12 services. Virtually all of that is for
13 advertising, for mandated advertising,
14 not just for Procurement, ours is
15 relatively small, but any mandated
16 advertising, for Sheriff sales, for City
17 Commissioners. Virtually all of that
18 money is for that.

19 COUNCILMAN GOODE: So is there
20 a DBE participation goal for that money?

21 COMMISSIONER ORTMAN: For
22 advertising?

23 COUNCILMAN GOODE: Yes.

24 COMMISSIONER ORTMAN: We just
25 contact the newspapers and put an ad in

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the newspaper. I don't know where we
3 could have -- I mean, most of our -- all
4 our ads go in the Philadelphia Tribune,
5 but, I mean, there's no particular set
6 goal.

7 COUNCILMAN GOODE: You do
8 realize this is not making sense to me,
9 right? Why would there not be a goal for
10 \$1.7 million in advertising?

11 COMMISSIONER ORTMAN: All
12 right. As I say, this is only for
13 advertising, and advertising is mandated
14 in certain newspapers. It's actually
15 mandated for the Procurement in one of
16 the top three paid circulation newspapers
17 in the City.

18 COUNCILMAN GOODE: I also
19 understand that you use the Tribune
20 because it's cost effective and that that
21 number is a substantial number. I'm just
22 asking, why would it not be identified as
23 such in terms of goals set?

24 COMMISSIONER ORTMAN: I'm
25 afraid I can't answer that question, sir.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 I'm sorry.

3 COUNCILMAN GOODE: In terms of
4 the 150,000 --

5 COMMISSIONER ORTMAN: I mean,
6 there's a lot of money here, I
7 understand, but as I say, it's virtual
8 advertising.

9 COUNCILMAN GOODE: And there
10 should be a goal set. Particularly if
11 you're already utilizing the Philadelphia
12 Tribune and you're already attaining a
13 goal within that contracting, why not set
14 a goal there?

15 But my second question simply
16 is, for the \$150,000, what is that for,
17 and is there a goal set for that?

18 COMMISSIONER ORTMAN: I would
19 defer to Debbie Beatrice on that one.

20 Oh, I'm sorry. We have a
21 contract -- actually, Finance has a
22 contract with a company called Chartwell,
23 who goes out and audits contracts that we
24 have mainly for construction projects,
25 because in the process of construction

1 3/23/10 - WHOLE - BILL 100117, etc.

2 projects, a lot of taxes are paid and

3 incorrectly billed to the City.

4 Chartwell goes out and gets that money

5 back, and they get a percentage --

6 COUNCILMAN GOODE: So you're

7 saying you've identified the contractor

8 for that?

9 COMMISSIONER ORTMAN: I'm

10 sorry?

11 COUNCILMAN GOODE: You're

12 saying you've identified the contractor

13 for Fiscal Year '11?

14 COMMISSIONER ORTMAN: Yes, but

15 that's a professional service contract

16 through Finance.

17 COUNCILMAN GOODE: So?

18 COMMISSIONER ORTMAN: I'm

19 sorry. So --

20 COUNCILMAN GOODE: You've

21 already identified a contract for Fiscal

22 '11?

23 COMMISSIONER ORTMAN: I'd have

24 to check with Finance. It may be. I'm

25 not sure.

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2 COUNCILMAN GOODE: All I can
3 say to you is that there seems to be a
4 complete disconnect between the Office of
5 Economic Opportunity and the Procurement
6 Department. That can't happen in order
7 for the Administration to reach its goal.
8 It's not only clear in terms of the fact
9 that there is no signature requirement
10 throughout the contracting process, but
11 the fact that even within the direct
12 contracting being done by the Procurement
13 Department, there are no goals set, nor
14 does there seem to be any different
15 system than there is in general, that
16 people have gotten the contract before,
17 so they will continue to get the
18 contract, and that's just wrong.

19 COMMISSIONER ORTMAN: I
20 understand, sir, and the signature -- I
21 assume that was some sort of a process
22 that was in a regulation of some sort,
23 fell by the wayside somewhere along the
24 line. I don't know. I will look into --

25 COUNCILMAN GOODE: It's

1 3/23/10 - WHOLE - BILL 100117, etc.
2 actually supposedly the Administration's
3 plan, and I'll finish up very quickly.
4 What they say is that they're going to
5 take those personnel that were assigned
6 to certification, they will then assign
7 them to project managers, Procurement
8 officials, throughout every department,
9 where they have staff assigned there, and
10 they would be involved in every stage of
11 contracting, from beginning to end, and
12 have signature authority at every stage,
13 from beginning to end. That's how we
14 would ensure that opportunities would be
15 identified and secured for disadvantaged
16 businesses. It's very clear that if the
17 Procurement Department does not know
18 about it or says it does not exist, then
19 it is not real.

20 COMMISSIONER ORTMAN: I will
21 look into that.

22 COUNCILMAN GOODE: It's also
23 equally clear that there were not goals
24 set even for Class 200 funds allocated to
25 the Procurement Department directly.

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2 Thank you, Madam Chair.

3 COUNCILWOMAN TASC0: Thank you.

4 The Chair recognizes Councilman
5 Jones.

6 COUNCILMAN JONES: Thank you,
7 Madam Chair.

8 To follow that line of
9 questioning, during those years where the
10 then Minority Business Enterprise Council
11 had signature authority, there were the
12 highest levels of minority and female
13 participation in the history of this
14 city. There is something to the
15 signature authority, that a contract is
16 not a contract until it is reviewed.

17 So whatever we have to do to
18 make sure that that process is changed so
19 that it includes that, if that's a part
20 of the plan, we support that.

21 The second thing that I will
22 ask you is, do you still classify all
23 contractors under SID codes?

24 COMMISSIONER ORTMAN: Say
25 again.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN JONES: SID codes.

3 They're standard commercial, industry
4 something or other acronym.

5 COMMISSIONER ORTMAN: I'm
6 familiar with the code, yes.

7 COUNCILMAN JONES: Do you still
8 classify all businesses under those --

9 COMMISSIONER ORTMAN: We use
10 our own codes.

11 COUNCILMAN JONES: What --

12 COMMISSIONER ORTMAN: They were
13 homegrown 20 years ago, I guess, 15 years
14 ago.

15 COUNCILMAN JONES: My question
16 becomes, under each classification of
17 work, whether it's professional service,
18 procurement or equipment -- I mean public
19 works or equipment, can you give us an
20 aggregate change over your tenure by way
21 of number of minorities in each of those
22 categories? To further, I guess, expound
23 upon the point of the potential of 25
24 percent, if you have more structural
25 engineers, then there is a greater

1 3/23/10 - WHOLE - BILL 100117, etc.
2 probability that one of them will get a
3 contract opportunity. So if you have
4 categories of work that have seen an
5 increase in minority businesses, increase
6 in growth in female businesses, it is our
7 expectation that the needle should move a
8 little more in the right direction by way
9 of inclusion and participation if
10 discrimination does not exist. So we'd
11 like that information to say we have 20
12 more architects than we had a year ago.
13 We have 30 more engineers. We have
14 people who provide various types of
15 marketing and public relations. So by
16 SID codes -- that's what we used to call
17 it -- we want to see those categories to
18 see if, under Councilman Goode's premise,
19 there is an increase in those areas.

20 Second thing that I think --

21 COMMISSIONER ORTMAN: Can I
22 comment on that first, Councilman? We
23 try to anticipate some questions that you
24 would have for OEO. That's one that's
25 absolutely OEO. We don't have the answer

1 3/23/10 - WHOLE - BILL 100117, etc.
2 for that. We don't even have, to my
3 knowledge, the ability to gather that
4 information. OEO would have to have
5 that.

6 DEPUTY COMMISSIONER STITT: The
7 commodities that the Office of Economic
8 Opportunity vendors would be certified
9 under would be housed by the OEO. We
10 will be happy to contact them and get
11 that information and see if there has
12 been an increase from last year to this
13 year. With the new Strategic Plan in
14 place, I would hope that we can also make
15 a comparison next year since their
16 process has now been changed, and does
17 that then affect the increase in those
18 commodities.

19 COUNCILMAN JONES: All right.
20 It is our expectation that there is a
21 teamwork that has now begun to happen.
22 So, therefore, if they have the
23 information, you should have the
24 information for utility purposes, if
25 nothing else.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 DEPUTY COMMISSIONER STITT:

3 Sure.

4 COUNCILMAN JONES: So that is
5 our expectation.

6 COMMISSIONER ORTMAN: We'll get
7 it for you. We just don't have it.

8 COUNCILMAN JONES: All right.
9 The idea that you're going out under
10 requirements contracts right around now
11 to find out the expectation and
12 purchasing habits of requirements
13 contracts for next year, so if you are
14 buying pencils under a bulk contract --

15 DEPUTY COMMISSIONER STITT:
16 It's about six to nine months ahead of
17 time.

18 COUNCILMAN JONES: So we should
19 be right now in the process of
20 determining those levels of
21 participation, correct?

22 DEPUTY COMMISSIONER STITT:
23 That is part of the process.

24 COUNCILMAN JONES: So the
25 information about who is available for

1 3/23/10 - WHOLE - BILL 100117, etc.

2 work is essential in that methodology.

3 DEPUTY COMMISSIONER STITT:

4 Each of those contracts go up to OEO.

5 Every contract that we let or every

6 contract that we put out for bid goes to

7 OEO first. They review it. I believe

8 they put a process together and an

9 evaluation. They analyze who is

10 available for that, and that's how they

11 then set the range.

12 COUNCILMAN GOODE: Point of

13 information.

14 DEPUTY COMMISSIONER STITT: It

15 then comes back down to us --

16 COUNCILMAN JONES: I yield to

17 my colleague.

18 COUNCILWOMAN TASC0: Councilman

19 Goode.

20 COUNCILMAN GOODE: I'm not

21 trying to be funny, but you said a whole

22 lot in terms of what the process is.

23 Have they ever verified to you that's the

24 process?

25 DEPUTY COMMISSIONER STITT: I'm

1 3/23/10 - WHOLE - BILL 100117, etc.

2 sorry?

3 COUNCILMAN GOODE: Have they
4 ever verified that to you, that that's
5 the process, or has the same number
6 appeared in those contracts in terms of
7 participation goals?

8 DEPUTY COMMISSIONER STITT: I
9 would have to look at each of the
10 contracts.

11 COUNCILMAN GOODE: I would
12 venture to say that the same number has
13 appeared in those contracts in terms of
14 participation goals. The number is not
15 real and that it's based upon no process
16 whatsoever.

17 DEPUTY COMMISSIONER STITT: And
18 all I can say to that is that we rely on
19 the Office of Economic Opportunity and
20 their expertise in that area.

21 COUNCILMAN GOODE: Or lack
22 thereof.

23 COMMISSIONER ORTMAN: They
24 receive every individual bid, as I
25 mentioned before, before it goes on the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 street so that they can apply the ranges
3 to it. That is -- actually, that's a
4 sign-off. They sign that. They also --
5 there is a review when the bid comes back
6 that if it has goals, that has to be
7 reviewed by OEO prior to any award
8 whatsoever.

9 DEPUTY COMMISSIONER STITT:
10 Absolutely.

11 COMMISSIONER ORTMAN: Matter of
12 fact, it will sit on the desk until they
13 come back with their determination.

14 DEPUTY COMMISSIONER STITT: So
15 even though there may not be an
16 authorized signing, the process that you
17 were referring to in the past, it can't
18 move without OEO's review and assessment.
19 It will not go into the street. And if
20 they have assessed goals, it will not be
21 awarded until they have made a
22 determination.

23 COUNCILMAN GOODE: Point of
24 information again.

25 COUNCILWOMAN TASC0: Point of

1 3/23/10 - WHOLE - BILL 100117, etc.

2 information. Councilman Goode.

3 COUNCILMAN GOODE: If everyone
4 knows the number is the same, if everyone
5 knows the number is not based upon any
6 analysis or evaluation, if everyone knows
7 the contract is going to eventually move
8 anyway, then it's just a matter of
9 someone calling over and saying, Put that
10 number in the contract. If no one is
11 reliable for checking whether it's a real
12 number or if no one even cares whether
13 that number is actually met, then what
14 you're talking about is a process that
15 has not worked, which is why clearly
16 disparity studies show that there's a
17 capacity for 25 percent to 28 percent
18 participation but there has been less --
19 it's been around 18 percent
20 participation, and the reason why that
21 number has been flat for a few years is
22 because there's no new work being done in
23 terms of evaluating what those goals
24 should be. And the truth of the matter
25 is, luckily, we do have an annual

1 3/23/10 - WHOLE - BILL 100117, etc.
2 disparity study that's required under the
3 Philadelphia Home Rule Charter that
4 actually tells us that the capacity in
5 public works contracting and the capacity
6 in professional services contracting has
7 risen. Therefore, the participation
8 should rise.

9 All I'm going to say to you is
10 that if you go back and do an examination
11 and you find that those numbers have been
12 the same and flat for several years, you
13 should report that back to this Council.

14 DEPUTY COMMISSIONER STITT: And
15 we'll be happy to do that, sir.

16 COUNCILMAN GOODE: Thank you.

17 COUNCILWOMAN TASC0: Thank you.
18 Councilman Green.

19 COUNCILMAN JONES: Excuse me,
20 Madam Chair.

21 COUNCILWOMAN TASC0: I'm sorry.
22 I apologize. Councilman Jones had a
23 point of information, which threw him out
24 of sync, so he now goes on his own.

25 COUNCILMAN JONES: Just

1 3/23/10 - WHOLE - BILL 100117, etc.

2 quickly --

3 COUNCILMAN GREEN: Point of
4 information.

5 COUNCILWOMAN TASC0: Which
6 pushed you under Councilwoman Brown. So
7 don't be saying point of information.

8 COUNCILMAN JONES: I think if
9 you follow the general line of this
10 back-and-forth questioning, we don't
11 want, after two years, for the silos to
12 still exist. Although they're a separate
13 department, they need to be integrated
14 into your process, because I can
15 guarantee you when we start talking about
16 operating -- when we come back a little
17 later, we are not going to want to hear
18 about how it was their job. We have an
19 expectation that the department heads
20 talk to the Procurement people, who talk
21 to OE0, and at the end of the day, the
22 needle moves to the right.

23 You have, in my estimation, a
24 best-case scenario. You have a former
25 Procurement Commissioner who is now

1 3/23/10 - WHOLE - BILL 100117, etc.
2 responsible for OEO. It doesn't get much
3 better than that. When those
4 participation levels were at their
5 highest is because there was a
6 back-and-forth communication, that I
7 didn't have to wait and figure out where
8 the opportunities were. They were put in
9 front of me and say, Hey, what do you
10 think about this, and do we have enough
11 participation to create competition in
12 order for there to be a market for
13 minorities and females.

14 My point to you is, take
15 advantage of that, because at the end of
16 the day, it is the numbers that will
17 resonate in our minds. And you are to us
18 all one team, the departments, the OEO,
19 the Procurement Department, the City, and
20 where the businesses out there that are
21 relying on you to make sure that there is
22 no discrimination, they paint all of us
23 with the same brush.

24 So we need to get in a huddle
25 and get the team thing going on so that

1 3/23/10 - WHOLE - BILL 100117, etc.

2 everybody is on the same page, and that
3 is our expectation.

4 Thank you, Madam Chair.

5 COUNCILWOMAN TASCO: Thank you.

6 The Chair recognizes Councilman
7 Green.

8 COUNCILMAN GREEN: Thank you,
9 Madam Chair.

10 I think I will move to
11 Councilwoman Krajewski's chair just for
12 probably --

13 COMMISSIONER ORTMAN: I
14 appreciate that.

15 COUNCILMAN GREEN: You're
16 welcome.

17 Thank you, Madam Chair.

18 Is that better?

19 COMMISSIONER ORTMAN: Good.

20 COUNCILMAN GREEN: So we've
21 looked at the potential reductions that
22 you've put forward, and it looks like we
23 can save \$181,000 in Class 100 spending
24 by eliminating one full-time equivalent
25 position, backfill DROP positions with

1 3/23/10 - WHOLE - BILL 100117, etc.
2 employees receiving lesser salaries,
3 delays in hirings and lump-sum payment
4 reductions.

5 What full-time equivalent
6 position did you give the Budget Office
7 information that you could eliminate?

8 COMMISSIONER ORTMAN: I don't
9 know if it's actually eliminating. We're
10 actually consolidating. We're going to
11 take one person that's already in the
12 position and move him or her into a
13 position as a supervisor, but continue to
14 do the work that they're already doing.
15 So there will not be -- it's going to
16 be --

17 DEPUTY COMMISSIONER STITT: It
18 will be streamlining.

19 COMMISSIONER ORTMAN:
20 Streamlining is what you want to call it.

21 COUNCILMAN GREEN: But that's
22 not currently part of your budget
23 proposal, is it?

24 COMMISSIONER ORTMAN: It's
25 all -- there's a whole combination of

1 3/23/10 - WHOLE - BILL 100117, etc.
2 things in our budget proposal that could
3 probably be better explained by --

4 COUNCILMAN GREEN: Well, let's
5 just go through it.

6 For each department, I asked
7 how long positions have been vacant, if
8 there are vacant positions, what specific
9 job duties will be fulfilled by that
10 position and how those job duties have
11 been handled while the position has been
12 vacant. So Procurement's budget detail
13 indicates several positions are either
14 new or have been vacant for an extended
15 period of time and are budgeted to be
16 filled. Starting with the 70,000 per
17 year Chief of Staff, which is a new
18 position, what are the duties of this
19 position?

20 COMMISSIONER ORTMAN: Could you
21 repeat that last question?

22 COUNCILMAN GREEN: I said it's
23 a new position and what are those duties?

24 COMMISSIONER ORTMAN: He
25 supports the Deputy Commissioner and the

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Commissioner in various strategic
3 initiatives.

4 COUNCILMAN GREEN: Well, it's
5 new, right?

6 COMMISSIONER ORTMAN: It is
7 new.

8 COUNCILMAN GREEN: So who has
9 been performing these functions in the
10 past?

11 COMMISSIONER ORTMAN: We have
12 tried to do it between the Deputy and
13 myself and it's become overwhelming. And
14 we did have a Purchase Manager, who has
15 finished his four years of DROP just
16 within the last couple of weeks, and
17 we're anticipating this will cover -- his
18 position will cover this position for a
19 certain period of time anyway.

20 COUNCILMAN GREEN: What would
21 happen if we didn't have the Chief of
22 Staff position, if we cut it?

23 COMMISSIONER ORTMAN: As I
24 said, the work that's been coming with
25 the daily operations with the PhillyStat,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 with all the training and development
3 that has to be going on, we just are
4 becoming overwhelmed to try and do it on
5 our own.

6 COUNCILMAN GREEN: So if you
7 didn't have to go to PhillyStat meetings,
8 you wouldn't need the position?

9 COMMISSIONER ORTMAN: Oh, no.
10 I'm saying that's just one of many, many
11 things. Reporting the -- just gathering
12 data. The person in this position is
13 excellent at that. He's excellent at
14 doing the reports.

15 COUNCILMAN GREEN: So this
16 position is filled already?

17 COMMISSIONER ORTMAN: Yes.

18 COUNCILMAN GREEN: It was not
19 authorized in last year's budget.

20 COMMISSIONER ORTMAN: I have to
21 ask Debbie Beatrice that question.

22 DEPUTY COMMISSIONER STITT: No,
23 it was not. Yes. We consolidated. We
24 had a position that was going to be
25 filled, one particular Purchases Manager

1 3/23/10 - WHOLE - BILL 100117, etc.
2 position. That was going to be filled.
3 At this time, that is being paid out of
4 class. It was a supervisor who has moved
5 up.

6 COUNCILMAN GREEN: What does
7 "paid out of class" mean?

8 DEPUTY COMMISSIONER STITT:
9 That means that they're covering the
10 position temporarily and being paid on a
11 level that if they were in there
12 permanently. That supervisor position is
13 now open, and that's how we were able to
14 move the money so that we could add
15 analytical capacity to our department.

16 We needed to add analytical
17 capacity to our department. We have been
18 part of a very large reform agenda with
19 the Managing Director's Office. We are
20 trying to become much more efficient,
21 moving to -- we're sophisticated to some
22 extent in our purchasing. Actually,
23 we're pretty sophisticated in our
24 purchasing. However, we are trying to
25 move to become more automated. We are

1 3/23/10 - WHOLE - BILL 100117, etc.

2 looking at alternative purchasing

3 options. So those are the type of

4 strategic initiatives that we needed

5 support in, driving those projects so

6 that we will be able to have results.

7 COUNCILMAN GREEN: The second

8 new position appears to be an

9 Administrative Technical Trainee at

10 31,000 per year. What are the job duties

11 of this position?

12 COMMISSIONER ORTMAN: We

13 currently have 22 percent of our staff in

14 the DROP program. So we will be

15 losing -- that's not counting the two we

16 just lost two weeks ago. So we're going

17 to be losing people periodically over the

18 next couple of years. Administrative

19 Trainee comes in at a much lower salary

20 and sooner or later learns those jobs and

21 moves up the ladder, but while we're

22 trying to prepare for the future, this is

23 what an Administrative Trainee would do.

24 As we lose technicians that are much

25 higher salary, we bring people in at that

1 3/23/10 - WHOLE - BILL 100117, etc.
2 level to become trainees. That's why
3 it's an Administrative Trainee. And they
4 will learn the job, and they'll be
5 replacing a much higher-salary person for
6 that time period up until four, five
7 years from now when they reach that
8 bracket.

9 COUNCILMAN GREEN: The budget
10 detail shows several vacant positions in
11 Procurement, including a Clerk III in
12 supply management inventory and
13 supervisor in public works. Starting
14 with the Clerk III, has that position
15 been filled?

16 DEPUTY COMMISSIONER STITT: No,
17 it has not.

18 COUNCILMAN GREEN: Who has been
19 performing these duties?

20 DEPUTY COMMISSIONER STITT: The
21 supervisor mostly and there is another
22 staff member that has probably taken over
23 some of that. The impact has been a
24 slowdown of our process, which is
25 actually going in the total opposite way

1 3/23/10 - WHOLE - BILL 100117, etc.
2 of what our goals are. It's actually to
3 become more efficient. However, we have
4 been covering it because that's what we
5 need to do at this time.

6 COMMISSIONER ORTMAN: I should
7 point out, Councilman, that in the FY08
8 budget, we had 62 General Fund positions
9 and now we're down to 50. So we've been
10 consolidating quite a lot over the last
11 couple of years.

12 COUNCILMAN GREEN: I
13 understand. We're moving towards an
14 electronic purchasing platform, right --

15 COMMISSIONER ORTMAN: I
16 understand.

17 COUNCILMAN GREEN: -- where you
18 won't have to do most of the back-up work
19 that is done by the 50 people, right?

20 DEPUTY COMMISSIONER STITT:
21 That's correct.

22 COUNCILMAN GREEN: So rather
23 than replacing people who are leaving,
24 even with lower-priced positions, why
25 don't we just accelerate the rollout of

1 3/23/10 - WHOLE - BILL 100117, etc.

2 the electronic purchasing platform?

3 COMMISSIONER ORTMAN: I would
4 love to know how to do that. We're
5 trying the best we can.

6 COUNCILMAN GREEN: Well, you're
7 not responsible for that rollout.

8 COMMISSIONER ORTMAN: We're
9 working with DOT. We've been in meetings
10 on quite a regular basis. I know they've
11 done a lot of work. We've done a lot of
12 work. Mary has done a lot of work. Our
13 Chief of Staff has done a lot of work.
14 It just takes time to get these things
15 through.

16 One problem we have, to be
17 honest with you, with our procurement
18 process, it's so far actually advanced,
19 not technology-wise but in detail-wise,
20 than in other cities and other locations
21 that trying to get something off the
22 shelf is just not going to work, because
23 they don't do the things that we've been
24 doing for years. And we have -- as I
25 say, it's manual. So we're trying to get

1 3/23/10 - WHOLE - BILL 100117, etc.
2 something together where we can do it
3 technology-wise or we're going to have to
4 build it ourselves.

5 COUNCILMAN GREEN: Well, I
6 don't agree with that at all. We never
7 have to build anything ourselves. We may
8 have to modify something --

9 COMMISSIONER ORTMAN: We're
10 trying to do that, too. Just our
11 commodity codes alone --

12 COUNCILMAN GREEN: But we
13 should not be hiring programmers to build
14 our own programs that only the City of
15 Philadelphia knows how to manage. We
16 need to buy -- we need to use our Oracle
17 Business Suite that we have a license
18 for, use their eCommerce platform, and we
19 can have a product out very quickly. If
20 not, there are companies that
21 integrate -- if we put out an RFP for a
22 solution describing your process, we'd
23 have three bids in three months.

24 COMMISSIONER ORTMAN: There is
25 an --

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN GREEN: Or nine bids
3 in six months.

4 DEPUTY COMMISSIONER STITT: We
5 are in the process of looking at all that
6 and --

7 COUNCILMAN GREEN: So why don't
8 we just tell the market what our problem
9 is and ask for bids or even do an RFI
10 rather than try to come up with
11 internally in lots of meetings, meetings
12 with the DOT --

13 COUNCILWOMAN TASC0: Councilman
14 Green, your time is up.

15 COUNCILMAN GREEN: That's okay.

16 COUNCILWOMAN TASC0: You can
17 come back.

18 COUNCILMAN GREEN: I will.

19 COUNCILWOMAN TASC0:
20 Councilwoman Brown.

21 COUNCILWOMAN BROWN: Thank you.

22 Good afternoon, everyone. I
23 wanted to continue with the line of
24 questioning raised by Councilman Goode
25 just to make sure I understand all that I

1 3/23/10 - WHOLE - BILL 100117, etc.

2 heard.

3 COUNCILWOMAN TASCO:

4 Councilwoman, would you please speak into
5 the microphone. It would be very
6 helpful.

7 COUNCILWOMAN BROWN: Okay. I
8 do want to continue with the line of
9 questioning raised by Councilman Goode.

10 Did I understand you to say
11 that you do not have an adequate vendor
12 list or enough vendors on your list?

13 COMMISSIONER ORTMAN: Our
14 vendor list is quite extensive. It's the
15 OEO-registered vendors that we need to
16 really expand on. That's what we're
17 trying to do. We're working with OEO
18 just to do that, and that's why they
19 changed their certification process, in
20 order to help that along as well.

21 COUNCILWOMAN BROWN: And what
22 ways have you discussed with OEO how they
23 can expand their registered vendor list?

24 COMMISSIONER ORTMAN: Well,
25 changing the certification process was

1 3/23/10 - WHOLE - BILL 100117, etc.
2 one of them we discussed with them, and
3 as I mentioned in the testimony, we will
4 attend any functions, whatever they ask
5 us to come to. We actually send our
6 Procurement Commission Supervisor from
7 public works to -- he goes out to our
8 Spanish-speaking groups to meet with
9 them.

10 COUNCILWOMAN BROWN: Then
11 what's the interface with the chambers,
12 like the African American Chamber, the
13 Hispanic Chamber, the Asian American
14 Chamber, where you have a captured
15 audience of members who are hungry for
16 opportunities with the City?

17 COMMISSIONER ORTMAN: We'll
18 attend any function that we hear about.

19 DEPUTY COMMISSIONER STITT:
20 Recent --

21 COUNCILWOMAN BROWN: What I'm
22 asking, what is the in-house strategy,
23 plan of action that you take the
24 initiative to execute with regards to
25 local chambers? Is there any strategy or

1 3/23/10 - WHOLE - BILL 100117, etc.
2 thinking given to the value of connecting
3 with the local chambers to help
4 Procurement and OEO raise the numbers of
5 registered vendors?

6 COMMISSIONER ORTMAN: We do
7 connect with them, but it is all
8 coordinated through OEO.

9 COUNCILWOMAN BROWN: Okay.

10 COMMISSIONER ORTMAN: We
11 absolutely connect with them. As I said,
12 OEO attends the Spanish-speaking chamber
13 functions himself and he brings
14 information from both public works and he
15 brings it from SS&E so that he can pass
16 this around and get the information to
17 the people.

18 COUNCILWOMAN BROWN: Did you
19 want to add something?

20 DEPUTY COMMISSIONER STITT:
21 Yeah. Just recently we attended a
22 function at the Enterprise Center.
23 Councilman Jones was there. The Managing
24 Director was there. I believe that the
25 Mayor also attended.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COMMISSIONER ORTMAN:

3 Councilwoman Blackwell was there.

4 DEPUTY COMMISSIONER STITT:

5 Councilwoman Blackwell. And if I have
6 forgotten anyone, I do apologize. There
7 were several departments, if not almost
8 all departments represented. A one-hour
9 workshop was done by myself and the
10 Professional Services Department showing
11 how do you do business with the City in
12 Philadelphia. We went through step by
13 step how our website works. We went
14 through what's a competitive bid, what's
15 a non-competitive bid. It was well
16 attended, to the point that I believe one
17 is being scheduled in April. It may be
18 at the Convention Center. I have not
19 gotten the details on it, but the
20 Enterprise Center may not be a chamber,
21 but it's community outreach.

22 COUNCILWOMAN BROWN: Oh,
23 absolutely. They are a valuable link in
24 that whole equation.

25 So have you been able to

1 3/23/10 - WHOLE - BILL 100117, etc.

2 measure the yield of that effort?

3 DEPUTY COMMISSIONER STITT: I
4 haven't, but I have a feeling that the
5 department -- the Budget Department
6 actually brought this together and it was
7 focused on American Recovery and
8 Reinvestment funds. So I would have to
9 find out from them.

10 COUNCILWOMAN BROWN: Okay. I
11 just want to try to get another question
12 in. How many Procurement officials are
13 there, period? I think I understood you
14 to say there is a Procurement official in
15 each City department, correct?

16 COMMISSIONER ORTMAN: They are
17 what we call Procurement Specialists.

18 COUNCILWOMAN BROWN: Okay.

19 COMMISSIONER ORTMAN: And
20 they're in certain departments, mostly
21 the larger ones.

22 COUNCILWOMAN BROWN: Such as?

23 DEPUTY COMMISSIONER STITT:
24 Water, Streets.

25 COMMISSIONER ORTMAN: Water,

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Streets, Fire, Police.

3 COUNCILWOMAN BROWN: And in
4 those departments where there is not an
5 identified Procurement official, who
6 handles that duty in making sure that
7 this entire OEO issue is adequately
8 addressed?

9 COMMISSIONER ORTMAN: I'm
10 afraid I can't answer that question. I
11 don't know.

12 COUNCILWOMAN BROWN: So then
13 that underscores Councilman Goode's
14 assessment that the disconnects still
15 exist. Would that be fair to say?

16 COMMISSIONER ORTMAN: Again, I
17 would ask -- I think we'll have to go
18 back and call OEO and talk to them to see
19 what they know about those particular
20 functions as well, because I know
21 everybody -- the OEO is strongly involved
22 right now with departmental involvement
23 in all the bids, much more so than they
24 have been in the past, and this is before
25 the new Director took over. They've

1 3/23/10 - WHOLE - BILL 100117, etc.
2 actually brought in every department,
3 talked with each department on various
4 one-on-one about what their goals were,
5 how they were going to get them reached
6 and so on. It's an ongoing process and
7 it absolutely has increased greatly over
8 the last year.

9 COUNCILWOMAN BROWN: What has
10 increased? The interface between those
11 two offices?

12 COMMISSIONER ORTMAN: The
13 interface between the departments and OEO
14 and the function of the departments when
15 it comes to goals and participation
16 ranges.

17 COUNCILWOMAN BROWN: Who does
18 the contracting ultimately in those
19 departments?

20 COMMISSIONER ORTMAN: Each
21 department has their own contract
22 administrator. It depends again on what
23 the contract is for. I'm sure that they
24 would have one for supplies, one for
25 services basically. I can't really tell

1 3/23/10 - WHOLE - BILL 100117, etc.

2 you.

3 COUNCILWOMAN BROWN: So it
4 remains, at least for me, a mystery on
5 how OEO and the various departments are
6 interfacing and meeting the objectives of
7 the Strategic Plan, of the new Strategic
8 Plan that's been released by the Mayor
9 for OEO.

10 DEPUTY COMMISSIONER STITT: My
11 understanding, if I may, is that there is
12 a contact in every department for the
13 Office of Economic Opportunity where they
14 review everything.

15 COUNCILWOMAN BROWN: We don't
16 doubt that there's contact, but what
17 Councilman Goode has been attempting to
18 underscore is, what does that -- define
19 "contact," and that's where there's a
20 blur. So we'll have to look forward to
21 the testimony from the Office of
22 Employment Opportunity.

23 Thank you, Madam Chair.

24 COUNCILWOMAN TASC0: Councilman
25 Goode. Point of information.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN GOODE: Just a point
3 of information.

4 At the end of the day, OEO
5 doesn't do any contracting; is that
6 correct? They don't do the contracting?

7 DEPUTY COMMISSIONER STITT: No.

8 COMMISSIONER ORTMAN: Unless
9 they have professional services
10 contracts.

11 COUNCILMAN GOODE: But in
12 general, the contracting you're referring
13 to and the contracting process you're
14 referring to is done by the departments
15 themselves, so the departments are
16 ultimately responsible for that
17 contracting?

18 DEPUTY COMMISSIONER STITT:
19 Yes.

20 COUNCILMAN GOODE: So every
21 time we ask a question about
22 participation, it doesn't make much sense
23 to point to OEO. Although they're
24 supposed to have some involvement and
25 their involvement is supposed to be

1 3/23/10 - WHOLE - BILL 100117, etc.
2 beneficial, at the end of the day those
3 departments do the actual contracting and
4 have to be held responsible for that
5 accounting.

6 COMMISSIONER ORTMAN: The
7 departments do their own professional
8 service contracts. They do not do the
9 supply, service, equipment or anything
10 that has to do with that particular
11 purchase.

12 COUNCILMAN GOODE: OEO does
13 next to nothing. Between the Procurement
14 Department and the departments
15 themselves, that's where the contracting
16 actually occurs.

17 COMMISSIONER ORTMAN: Could you
18 repeat that one more time, sir. I'm
19 sorry.

20 COUNCILMAN GOODE: I said
21 between the Procurement Department and
22 the Procurement Specialists within the
23 various departments, that's where the
24 contracting actually occurs. It's not
25 actually OEO doing the contracting.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COMMISSIONER ORTMAN: Most of
3 our contracts are citywide contracts, so
4 we involve all the departments. What
5 each individual department does as far as
6 contract management, unless there's a
7 problem, we don't usually get involved.
8 If there's a problem, we jump in to solve
9 it.

10 So I'm not sure if I'm
11 answering or even hearing all of your
12 question, but each department is
13 responsible for their own contract
14 management.

15 COUNCILMAN GOODE: Exactly.
16 And the point is simply that OEO does not
17 do contracting, so OEO cannot be
18 ultimately held responsible for
19 contracting. That's my simple point.

20 COMMISSIONER ORTMAN: I'm not
21 sure what OEO does with the departments.
22 I can't speak for them.

23 COUNCILMAN GOODE: You're not
24 sure what OEO does with departments in
25 terms of contracting?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COMMISSIONER ORTMAN: I'm not
3 sure on a day-to-day basis what they do.
4 I mean, they're meeting with them on a
5 regular basis, as I explained about two
6 or three minutes ago. What type of
7 recording they're requiring, what type of
8 records they're -- what kind of reports
9 they're requiring, that I'm not familiar
10 with.

11 COUNCILMAN GOODE: Okay.

12 Thank you, Madam Chair.

13 COUNCILWOMAN TASCO:

14 Commissioner, you're saying that each
15 department lets professional services
16 contracts. They do not go through the
17 Procurement Department at all?

18 COMMISSIONER ORTMAN: They come
19 through the Procurement just for an
20 approval, which means we basically,
21 Deputy Commissioner and myself, can
22 review them to make sure it's not
23 something that should not have been done
24 through professional services or that
25 there's not a current contract in place

1 3/23/10 - WHOLE - BILL 100117, etc.
2 that we're aware of through Procurement.
3 Our part is relatively small because --
4 the Law Department does the same thing,
5 the Finance does the same thing, but it
6 does go through our approval path.

7 COUNCILWOMAN TASC0: But not
8 for minority participation or any of
9 that?

10 COMMISSIONER ORTMAN: No. No,
11 ma'am.

12 COUNCILWOMAN TASC0: But that
13 rests with the department. Each
14 department is supposed to identify
15 participation on those contracts?

16 COMMISSIONER ORTMAN: I don't
17 want to give you a wrong answer. My
18 understanding is, though, that they do
19 go -- same as our contracts go to OEO
20 before we put them on the street, my
21 understanding is that the same thing
22 happens with professional services.

23 COUNCILWOMAN TASC0: Or should
24 happen.

25 COMMISSIONER ORTMAN: Excuse

1 3/23/10 - WHOLE - BILL 100117, etc.

2 me?

3 COUNCILWOMAN TASC0: Or should
4 happen.

5 COMMISSIONER ORTMAN: Or should
6 happen, yes.

7 COUNCILWOMAN TASC0: Okay.

8 Thank you.

9 Councilman Green.

10 COUNCILMAN GREEN: Thank you,
11 Madam Chair.

12 I'll get back to electronic
13 procurement. I just want to hit another
14 position. Inventory Supervisor, has that
15 position been filled?

16 DEPUTY COMMISSIONER STITT: No,
17 not as yet.

18 COUNCILMAN GREEN: How long has
19 it been vacant?

20 COMMISSIONER ORTMAN: That's
21 the consolidation of we're expecting to
22 take a current employee, put them into
23 that position and not replace the current
24 employee.

25 COUNCILMAN GREEN: Does that

1 3/23/10 - WHOLE - BILL 100117, etc.
2 create a vacant position in your budget
3 that's not reflected in your budget
4 detail?

5 DEPUTY COMMISSIONER STITT: No,
6 it does not, sir.

7 COUNCILMAN GREEN: Well --

8 COUNCILWOMAN BROWN: Madam
9 Chair, while they look for that, I have a
10 request to make of our witness.

11 COUNCILWOMAN TASCOT: Well,
12 they're talking now.

13 COUNCILWOMAN BROWN: Okay.

14 COUNCILMAN GREEN: Okay. So
15 I'm looking at the budget detail and I
16 see Inventory Supervisor was not filled
17 in '09, but was there -- or at least it's
18 in -- maybe it wasn't there, but Fiscal
19 '10 budgeted positions it is now expected
20 to be filled. Who in this budget detail
21 is filling it?

22 COMMISSIONER ORTMAN: There's a
23 test to be given. We don't know yet. We
24 don't know which one of the positions
25 involved that we currently have will be

1 3/23/10 - WHOLE - BILL 100117, etc.

2 the one that's selected for the job.

3 COUNCILMAN GREEN: Okay.

4 But --

5 COMMISSIONER ORTMAN: It's one
6 of three people.

7 COUNCILMAN GREEN: -- you are
8 going to eliminate the position of the
9 person who is selected for the job,
10 right?

11 COMMISSIONER ORTMAN: That's
12 our intention at this point in time.

13 COUNCILMAN GREEN: But that's
14 not what you're budgeting for.

15 (Witness approached witness
16 table.)

17 COMMISSIONER ORTMAN: This is
18 Debbie Beatrice from the Administrative
19 Services Center.

20 MS. BEATRICE: What the
21 Commissioner is talking about is, you're
22 absolutely right, that position is not
23 shown as a cut in Fiscal '11 budget.
24 What the Commissioner is talking about is
25 it was part of the plan if the department

1 3/23/10 - WHOLE - BILL 100117, etc.

2 was subject to any cut.

3 COUNCILMAN GREEN: So basically
4 you wouldn't fill -- as part of the
5 \$181,000 that you provided to the Budget
6 Office, this would be one of the things
7 that was done?

8 MS. BEATRICE: That's correct.

9 COUNCILMAN GREEN: Okay. And
10 the full-time equivalent position that
11 you would cut as part of that \$181,000,
12 who was that?

13 MS. BEATRICE: That would have
14 been either the Surplus Disposal Officer
15 or the Inspections Services Officer,
16 because they would both be vying for the
17 supervisor position, and then that one
18 position would have been cut.

19 COUNCILMAN GREEN: And those
20 cuts that you sent the Budget Office are
21 not reflected in your position count
22 here?

23 MS. BEATRICE: That's correct.

24 COUNCILMAN GREEN: Okay. Thank
25 you.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 There's probably at least

3 \$200,000, Madam Chair.

4 Let's get back to electronic

5 procurement. Could you please -- and I'm

6 not going to go through it now because it

7 would take us forever -- put down on a

8 piece of paper for me exactly how --

9 basically how you want an electronic

10 procurement system to work, and I'll

11 undertake to find you a commercial

12 off-the-shelf system that does it.

13 Could you estimate how many

14 hours you've spent over the last year,

15 because I know we talked about electronic

16 procurement last year, how many hours you

17 spent over the last year meeting with DOT

18 or meeting with some other department or

19 the MDO's Office or in PhillyStat or some

20 other thing talking about getting to an

21 electronic procurement system or meeting

22 about it or writing memos about it?

23 COMMISSIONER ORTMAN: Lots.

24 I'll admit to that.

25 COUNCILMAN GREEN: Would it be

1 3/23/10 - WHOLE - BILL 100117, etc.

2 six or eight people ten hours a week?

3 DEPUTY COMMISSIONER STITT: I
4 wouldn't think it was that high, not ten
5 hours a week, and I'm not -- I don't
6 think that the volume of people --

7 COUNCILMAN GREEN: Six or eight
8 people five hours a week?

9 DEPUTY COMMISSIONER STITT:
10 Possibly on average.

11 COUNCILMAN GREEN: So basically
12 one full-time equivalent position just
13 still talking about it and we haven't
14 gotten anywhere?

15 COMMISSIONER ORTMAN: We've
16 gotten --

17 DEPUTY COMMISSIONER STITT:
18 We've actually gotten very far. When we
19 started this process, we didn't even have
20 requirements in place. We have
21 requirements in place now. We know what
22 we want. Before we didn't even know what
23 we --

24 COUNCILMAN GREEN: Well, my
25 fear is that often when departments put

1 3/23/10 - WHOLE - BILL 100117, etc.
2 together requirements, what they do is
3 think about their existing workflow
4 processes and how they do things today
5 rather than sort of look at what's
6 available and figure out how they could
7 change their workflow processes.

8 DEPUTY COMMISSIONER STITT:
9 We've actually done both of these
10 analogies.

11 COUNCILMAN GREEN: And do you
12 have written material on that?

13 DEPUTY COMMISSIONER STITT: I'm
14 sorry?

15 COUNCILMAN GREEN: Do you have
16 written material on that?

17 DEPUTY COMMISSIONER STITT: We
18 do have written material. I would have
19 to check with DOT to see where it's at.
20 However, we have looked at it. We had to
21 know --

22 COUNCILMAN GREEN: That is
23 great. If you would forward to the Chair
24 all written material you have on the
25 issue of electronic procurement, we can

1 3/23/10 - WHOLE - BILL 100117, etc.

2 move on.

3 COUNCILWOMAN TASCO: The

4 "Chair" meaning President Verna.

5 DEPUTY COMMISSIONER STITT: No

6 problem. Thank you.

7 COUNCILMAN GREEN: Last year's

8 budget hearings you may recall some

9 questions I asked that I have not yet

10 received the answers to. One question

11 related to the cost of mailing bid

12 announcements. My understanding, that

13 5,000 bid announcements are mailed each

14 year, and I've asked for the cost of

15 doing so, including staff time broken

16 down by department, supplies, postage, et

17 cetera. Do you have this information?

18 DEPUTY COMMISSIONER STITT: The

19 staff time I would have to work with

20 someone to look at, but you are right

21 when it comes to the number of bid

22 announcements that are sent out, and they

23 are sent out with regular postage. So we

24 can come to that number, which is

25 probably around the \$10,000 mark for

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Calendar Year 2009.

3 COUNCILMAN GREEN: It's the
4 staff time I'm concerned with.

5 DEPUTY COMMISSIONER STITT: The
6 staff time, I would have to work on that.

7 COUNCILMAN GREEN: How many
8 people in your office basically work on
9 that?

10 COMMISSIONER ORTMAN: One.

11 DEPUTY COMMISSIONER STITT: I
12 would say one.

13 COUNCILMAN GREEN: One sends
14 out 5,000 packages?

15 COMMISSIONER ORTMAN: Well, the
16 mailroom actually mails them out down in
17 the basement of MSB.

18 COUNCILMAN GREEN: So you have
19 one full-time person doing mailing,
20 essentially preparing --

21 COMMISSIONER ORTMAN: Handles
22 the entire mailroom, incoming, outgoing,
23 deliveries to various departments and so
24 on.

25 DEPUTY COMMISSIONER STITT:

1 3/23/10 - WHOLE - BILL 100117, etc.

2 That's not their only responsibility.

3 COUNCILMAN GREEN: Now, the
4 second question was about moving to an
5 online system for vendor performance
6 reports, something you noted would yield
7 efficiency gains and also allow for
8 easier and better review for past
9 performance data when considering new
10 bids.

11 DEPUTY COMMISSIONER STITT:
12 That would go into the eProcurement
13 process.

14 COUNCILMAN GREEN: And that's
15 part of your requirements?

16 DEPUTY COMMISSIONER STITT:
17 That is part of our requirements,
18 absolutely.

19 COUNCILMAN GREEN: I'll look
20 for that when I get that material.

21 Still following up on a
22 question from last year, the projected
23 staff change if all Procurement was
24 electronic.

25 DEPUTY COMMISSIONER STITT: I

1 3/23/10 - WHOLE - BILL 100117, etc.
2 don't know we would have that information
3 at this moment.

4 COUNCILMAN GREEN: Would you
5 like us to make the investment to make --

6 DEPUTY COMMISSIONER STITT:
7 Absolutely. I would.

8 COUNCILMAN GREEN: Well, for me
9 to support that, I want to know --

10 DEPUTY COMMISSIONER STITT:
11 Sure. That would be part of our
12 analysis. We just haven't gotten as far
13 as that to be able to provide very solid
14 information to make sure that our
15 estimate is correct.

16 COUNCILMAN GREEN: How much
17 staff time is currently spent on data
18 entry related to paper forms?

19 DEPUTY COMMISSIONER STITT: I
20 don't have an estimate of that.

21 COUNCILMAN GREEN: If you could
22 prepare that and send it to the Chair.
23 These are questions I asked last year,
24 so --

25 DEPUTY COMMISSIONER STITT: And

1 3/23/10 - WHOLE - BILL 100117, etc.

2 we did --

3 COUNCILWOMAN TASCO:

4 Councilman, if you asked these questions
5 last year so we can go to lunch, could
6 you just give them the list, please, and
7 let them answer them again?

8 COUNCILMAN GREEN: I could.

9 The Operating Budget in Brief
10 indicates a significant increase from
11 88,000 in FY10 to 298,000 in FY11 in
12 revenue generated by the Procurement
13 Department for master bid bonds. My
14 guess is the increase was related to
15 ARRA-funded projects, but I wanted to
16 confirm.

17 COMMISSIONER ORTMAN: Well,
18 there were 44 of those. So that would
19 account for a pretty good number. I
20 don't have the exact number. I do know
21 it was 44 ARRA public works bids.

22 COUNCILMAN GREEN: Your
23 testimony indicates the Procurement
24 Surplus Disposal Unit contributed over
25 750 to the General Fund in FY09,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 including 550 from an online auction
3 contract for used vehicle and equipment
4 sales and 150K from the direct sale of
5 scrap metal.

6 The Operating Budget in Brief
7 shows 554K in other revenue from the
8 Procurement Department. Is this the
9 online auction contract revenue?

10 COMMISSIONER ORTMAN: Five
11 hundred and some thousand?

12 COUNCILMAN GREEN: Five hundred
13 fifty-four thousand.

14 COMMISSIONER ORTMAN: It should
15 be. This is done more -- this is for
16 FY09 reports that I have. The online
17 vehicle auction, \$706,345 for FY09. That
18 includes equipment and vehicles -- I'm
19 sorry. That figure is vehicles. There's
20 additional equipment that was sold,
21 including tires. There was the fire boat
22 that was sold for 25,000, aluminum poles,
23 6,850 and so on. So that would be --
24 that sounds like the right number.

25 COUNCILMAN GREEN: If you don't

1 3/23/10 - WHOLE - BILL 100117, etc.
2 have the answer right now, if you could
3 just get back to me as to exactly what
4 the 554 was in the budget brief in other
5 revenue from the Procurement Department.
6 You don't know that that's specifically
7 what you're referring to. It sounds like
8 you're referring to a higher number than
9 554. So also --

10 COMMISSIONER ORTMAN: There
11 were performance bonds, there's bid
12 security, there is bid bonds. Well, bid
13 bond is not a financial asset in our
14 account, but --

15 COUNCILMAN GREEN: That's fine.

16 COMMISSIONER ORTMAN: --
17 security is.

18 COUNCILMAN GREEN: If you'll
19 just get back to us with the detail, and
20 I will save the rest of my questions that
21 came from last year and get them to you
22 via e-mail.

23 Thank you.

24 DEPUTY COMMISSIONER STITT:

25 Thank you.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILWOMAN TASC0: Thank you.

3 Is anyone else here to testify
4 on this department?

5 (No response.)

6 COUNCILWOMAN TASC0: Thank you
7 very much for your testimony.

8 COMMISSIONER ORTMAN: Thank
9 you.

10 COUNCILWOMAN TASC0: I would
11 suggest that you please next year answer
12 these questions.

13 DEPUTY COMMISSIONER STITT:
14 Yes, ma'am. Thank you.

15 COMMISSIONER ORTMAN: Thank
16 you.

17 COUNCILWOMAN TASC0: Okay. We
18 don't need a third year without them
19 being answered.

20 We will break and come back at
21 2:45. Thank you.

22 (Luncheon recess.)

23 COUNCIL PRESIDENT VERNA: The
24 Committee of the Whole is now back in
25 session. Thank you.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 We will now hear from the

3 Division of Technology.

4 (Witness approached witness
5 table.)

6 COUNCIL PRESIDENT VERNA: Good
7 afternoon. You've been very patient.

8 MR. FRANK: Good afternoon.

9 COUNCIL PRESIDENT VERNA:
10 Please identify yourself for the record
11 and proceed with your testimony.

12 MR. FRANK: Good afternoon. My
13 name is Allan Frank, the Chief Technology
14 Officer for the City.

15 And now I'll read my testimony.

16 Good afternoon, Council
17 President Verna and members of City
18 Council. I am Allan Frank, Chief
19 Technology Officer for the City of
20 Philadelphia. I am pleased to provide
21 this testimony regarding the Division of
22 Technology's Fiscal Year 2011 Operating
23 Budget request.

24 Fiscal Year '10 has been a
25 challenging and exciting year for the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 Division of Technology. On July 6, 2009,
3 Mayor Michael Nutter signed an Executive
4 Order consolidating all of the City's IT
5 functions, personnel and infrastructure
6 in the Division of Technology. With the
7 enactment of the Executive Order, we have
8 spent much of the year working with
9 departments involved in the consolidation
10 to work out the specifics regarding IT
11 personnel, budget transfers and learn as
12 much as possible regarding the
13 departments and their IT needs in order
14 to further improve service provisions.

15 DOT's major objectives are to
16 provide reliable information technology
17 infrastructure and efficient and
18 cost-effective application solutions for
19 City operating units, to provide
20 innovative solutions to City agencies
21 through strategic planning, centralized
22 oversight and project management, and to
23 efficiently support City agencies through
24 of the data center, help desk and IT
25 network. These initiatives support our

1 3/23/10 - WHOLE - BILL 100117, etc.
2 three-pronged strategy to enable high
3 performance government, provide a secure
4 and stable IT operating environment and
5 reduce costs.

6 As a result of the
7 consolidation of the Public Property
8 Communications Division in Fiscal Year
9 '10 and the consolidation of 28
10 departmental IT budgets included in the
11 Division of Technology's Fiscal Year '11
12 budget request, the Division of
13 Technology's all-funds budget request for
14 Fiscal Year '11 totals \$124,842,042,
15 which includes 366 employees. Of this
16 total, \$67,432,032 is in the General
17 Fund, including 283 employees;
18 \$16,855,025 is in the Water Fund and
19 includes 79 employees; \$6,294,985 is in
20 the Aviation Fund and includes four
21 employees; and \$34,260,000 is in the
22 Grants Fund, mainly to support 9-1-1
23 related operating and capital
24 expenditures, as well as the PGW Digital
25 Orthoimagery and UASI grants.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 In addition to the 366
3 employees and \$124,842,042 included in
4 our Fiscal Year '11 budget, there are
5 seven mainly grant-funded departments
6 which will operate under Memorandums of
7 Understanding to govern approximately 102
8 additional IT employees and an estimated
9 \$17,279,591, for a grand total of
10 \$142,121,633 and overall 468 employees.
11 Fifty-seven IT employees working for
12 independently elected officials and their
13 IT budgets, which total 5,547,000 will
14 not be part of the consolidation.

15 The consolidation of
16 information technology will help us to
17 better coordinate operations through the
18 consolidation of common IT support
19 functions and rationalization of
20 staffing, reduction in equipment such as
21 servers and printers and their associated
22 operating costs, rationalization of
23 purchasing and efficiencies in
24 professional services, automation and
25 simplification of processes and

1 3/23/10 - WHOLE - BILL 100117, etc.
2 improvement in cross departmental
3 communications, collaboration and
4 information sharing.

5 All of these initiatives will
6 allow us to better and more efficiently
7 serve our customers, the citizens of
8 Philadelphia, and departments that they
9 do business with.

10 Two examples of the Division's
11 accomplishments for Fiscal Year '10
12 include working in conjunction with the
13 Commerce Department and other City
14 agencies, we've completed the first phase
15 of the Business Services Portal Project
16 and initiated the second phase in order
17 to simplify and automate processes for
18 business owners to open or expand
19 businesses, ultimately making it easier
20 for customers to do business with the
21 City. Phase 2 is scheduled for
22 completion next month, and we will add
23 additional functionality, including
24 interactive components and the ability
25 for online application processing. This

1 3/23/10 - WHOLE - BILL 100117, etc.
2 project promotes the Mayor's goal of
3 creating jobs by making it easier for
4 small businesses to set up shop in the
5 City.

6 As part of an ongoing effort
7 over the past year, DOT has focused on
8 eliminating redundant IT infrastructure,
9 including servers. Thus far, we have
10 eliminated 111 servers, saving
11 approximately \$333,000 on an annual
12 basis. Through this continuing
13 initiative, we anticipate identifying
14 additional savings, especially in the
15 areas of server virtualization,
16 communications and Enterprise-wide
17 platforms for certain services.

18 The Division of Technology is
19 committed to supporting the
20 Administration's goal of 25 percent
21 minority, female and disabled-owned
22 business participation in City
23 contracting. The Division of
24 Technology's Fiscal Year '11
25 participation goal, I'm happy to say, is

1 3/23/10 - WHOLE - BILL 100117, etc.
2 35 percent, up from an anticipated 25
3 percent target for Fiscal Year '10 and an
4 actual of 20 percent in Fiscal Year '09.

5 As we move into the next fiscal
6 year, we look forward to continuing to
7 work with the City departments in support
8 of all of the Mayor's priorities,
9 particularly that of reforming government
10 to work better and cost less. In
11 combination with our Fiscal Year '11 \$25
12 million Capital Budget request, the
13 consolidation of IT in the Operating
14 Budget will well position the Division of
15 Technology to carry out the
16 Administration's goal of reforming
17 government in the coming years by
18 allowing us to set citywide priorities
19 and achieve savings through economies of
20 scale.

21 This concludes my testimony.
22 Should any Councilmember wish to further
23 discuss any of the matters outlined in my
24 testimony, I would be happy to answer
25 questions now or would be glad to meet

1 3/23/10 - WHOLE - BILL 100117, etc.
2 with you individually at your convenience
3 to further discuss any suggestions you
4 may have for how we may work together to
5 improve government through the use of
6 technology.

7 Thank you for your time and
8 consideration.

9 COUNCIL PRESIDENT VERNA: Thank
10 you.

11 The Chair recognizes Councilman
12 Greenlee.

13 COUNCILMAN GREENLEE: Thank
14 you, Madam President.

15 Good afternoon, Mr. Frank.
16 Just a couple of quick questions, if I
17 could. One, are you working at all with
18 the Board of Revision of Taxes on their
19 issue and the whole trying to get their
20 records together? Has there been any
21 working relationship there?

22 MR. FRANK: Yes, Councilman, I
23 have been working with the BRT.

24 COUNCILMAN GREENLEE: And so
25 this whole change they're doing, you're

1 3/23/10 - WHOLE - BILL 100117, etc.

2 working with them on that?

3 MR. FRANK: Absolutely, sir.

4 COUNCILMAN GREENLEE: The other
5 issue -- and I know the Records
6 Department is coming up next and we still
7 have some issues with fraudulent deeds
8 and that kind of thing, but what is your
9 working relationship with them as far as
10 have you been working with them at all on
11 that kind of issue, the fraudulent deed
12 issue or the real estate transfer tax,
13 that kind of thing?

14 MR. FRANK: With the Records
15 Department?

16 COUNCILMAN GREENLEE: Yes.

17 MR. FRANK: I have not
18 specifically been working with them on
19 those two issues, though I work with the
20 Records Department in a number of areas
21 as it relates to their systems and, in
22 particular, moving forward as we move to
23 automated records and documents across
24 the City.

25 COUNCILMAN GREENLEE: Okay.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 All right. Well, I'll bring up the rest
3 with the Records Department. Thank you,
4 sir.

5 Thank you, Madam President.

6 COUNCIL PRESIDENT VERNA:

7 You're welcome.

8 The Chair recognizes Councilman
9 Jones.

10 COUNCILMAN JONES: Thank you,
11 Madam President.

12 Good afternoon and, again,
13 thank you for your patience with us. I
14 want to go particularly to, since
15 Councilman Green, who is our
16 technological Councilman of record, I
17 want to know, how much has been expended
18 thus far for your visionary consolidation
19 plan? How much have you actually
20 expended towards equipment, towards
21 whatever investment in that plan you
22 have? How much money have you spent thus
23 far?

24 MR. FRANK: Well, I mean, I
25 could relate to just we've been spending

1 3/23/10 - WHOLE - BILL 100117, etc.
2 based upon our normal Fiscal Year '9 and
3 '10 Operating Budget. As it relates to
4 spending particularly in consolidation,
5 what we have been doing is routinely
6 replacing hardware and equipment that is
7 near failure or needs to be replaced for
8 critical operating needs. We've also, as
9 we've been consolidating, literally
10 turning off computers, and as I mentioned
11 in my testimony, we talked about turning
12 off as many as 111 servers. In effect,
13 that's out of 157 that I actually brought
14 into the data center. So it's a very
15 high percentage.

16 COUNCILMAN JONES: So what does
17 that represent in outlay of capital, how
18 much --

19 MR. FRANK: Well, right now I
20 don't have any particular specific
21 capital outlay associated with the
22 bringing in of those servers. What we
23 have done, though, to answer your
24 question, is relative to the network, we
25 have begun to purchase the replacement

1 3/23/10 - WHOLE - BILL 100117, etc.
2 for network switches that would allow us
3 to have the high-speed network that we
4 need.

5 COUNCILMAN JONES: I'm looking
6 for a dollar amount in equipment. Do you
7 have that?

8 MR. FRANK: I would have to get
9 back to you on a specific dollar amount
10 to answer that question.

11 COUNCILMAN JONES: What
12 percentage of that equipment has gone to
13 minority and female equipment providers?

14 MR. FRANK: I can't answer that
15 question in terms of equipment providers.
16 Our procurement process in terms of the
17 purchasing of equipment --

18 COUNCILMAN JONES: How much
19 have you expended in professional
20 services and consultants?

21 MR. FRANK: Well, in the prior
22 year, the budget was roughly, give or
23 take, around 35 million in total in
24 professional services across the City.

25 COUNCILMAN JONES: How much of

1 3/23/10 - WHOLE - BILL 100117, etc.
2 that has gone to minority, female and
3 DBEs?

4 MR. FRANK: The Division of
5 Technology target for this year is 25
6 percent.

7 COUNCILMAN JONES: What did you
8 actually expend to minority and female
9 companies in professional services last
10 year?

11 MR. FRANK: Let me see if I can
12 find that number for you, sir.

13 In Fiscal Year -- if we use
14 Fiscal Year '09 actual, which was the
15 full year, total contract was 10,863,489,
16 which 2,192,000 went to minority or -- so
17 that's roughly 20 percent in '09.

18 COUNCILMAN JONES: So wait a
19 minute. You said you spent 20 -- what
20 was the overall figure?

21 MR. FRANK: I'm referring to
22 the total amount of professional services
23 in IT across the City, across the entire
24 City.

25 COUNCILMAN JONES: How much was

1 3/23/10 - WHOLE - BILL 100117, etc.

2 that?

3 MR. FRANK: That was roughly 35
4 million for 20 across the City, which I
5 did not have control of.

6 COUNCILMAN JONES: So out of
7 your procurement power, what did you
8 expend?

9 MR. FRANK: What I've expended
10 very specifically, as I said, in '09
11 contracts equal to 10,863,000, of which
12 2,192,000 was minority, which was 20
13 percent, and in 2010 we anticipate on
14 contract value of 5.6 million, minority
15 dollar value of 1.4 million or 25
16 percent. And going into '11, I project a
17 35 percent total, and very, very
18 committed to that number.

19 COUNCILMAN JONES: All right.
20 I wanted to put that on the record. I
21 mean --

22 MR. FRANK: Absolutely.

23 COUNCILMAN JONES: -- if you're
24 doing good work, I want to hear about it.
25 If you're not doing work, we need room

1 3/23/10 - WHOLE - BILL 100117, etc.

2 for improvement.

3 MR. FRANK: So I'm moving from
4 25 to 35.

5 COUNCILMAN JONES: How much of
6 those companies were Philadelphia based?

7 MR. FRANK: I'm afraid I would
8 have to get back to you on that.

9 COUNCILMAN JONES: That's an
10 important figure for my interest anyway.

11 Are we -- and my last question,
12 are we going after any of the stimulus
13 dollars as a municipality? Have we
14 decided yay, nay on that? I had some
15 information from a time ago, but I don't
16 know if that is yet checked.

17 MR. FRANK: Yeah. We did
18 actually propose for broadband stimulus,
19 of which the City didn't get any based
20 upon the criteria of need. And so we did
21 submit, but didn't win anything, and
22 we -- there is submissions going on in
23 effect right now for round two.

24 COUNCILMAN JONES: Are we
25 planning to submit as a municipality?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. FRANK: Yes, we are. We're
3 submitting -- there is actually three
4 areas. One is called computer labs,
5 which we are providing effectively
6 computers in rec centers and things like
7 that. And so we are going to be
8 proposing there. And then in other
9 proposal areas, actually third parties
10 are actually proposing, of which we're
11 just simply supportive.

12 COUNCILMAN JONES: So we're
13 directly going after one?

14 MR. FRANK: Yeah, roughly \$5
15 million.

16 COUNCILMAN JONES: And there
17 are three from Philly?

18 MR. FRANK: Yes. Yes, sir.

19 COUNCILMAN JONES: I'll leave
20 that to my other colleagues or I'll wait
21 until my second round. My concern is, do
22 you think there's going to be three
23 selections from Washington for Philly?
24 So, in effect, we're competing against
25 other Philly funds?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. AGOSTINI: Councilman,
3 Steve Agostini, Budget Director.

4 The broadband initiative as
5 described by NTIA, which is an agency in
6 Commerce, had three different categories,
7 and given that we're not awarded any
8 dollars in the first round for reasons
9 that we still can't quite understand --

10 COUNCILMAN JONES: There's
11 rules.

12 MR. AGOSTINI: -- we thought it
13 was important to have a bid in each
14 category so that we could maximize our
15 ability. I think they're going to award
16 on a per-category basis as opposed to
17 look at our three and say, You've got
18 three, pick one. They haven't done that
19 yet, and based on conversations I've had
20 with Commerce, it doesn't sound like
21 that's what they're going to do.

22 MR. FRANK: Councilman, if I
23 could also add, though, because you made
24 the point about are we in fact competing
25 against other Philadelphia entities, and

1 3/23/10 - WHOLE - BILL 100117, etc.
2 one of the things that I'm very proud of
3 is, I think both in the first round and
4 in the second round, we actually did a
5 tremendous amount of community outreach.
6 So we're trying to coordinate. To me
7 it's not about the municipality winning.
8 It's about the City winning and
9 maximizing. So we brought together
10 around 50 different agencies,
11 non-profits, universities, and so coming
12 up with these three proposals was a
13 result of the group coming together and
14 saying, What's the best way to maximize
15 the win as a city. So I want to make
16 sure that's very clear, sir.

17 COUNCILMAN JONES: That's
18 because Dr. Barnett is a genius.

19 MR. FRANK: I agree. My boss
20 is a genius.

21 COUNCIL PRESIDENT VERA:
22 Mr. Frank, what are the projected savings
23 and/or efficiencies of the consolidation
24 of IT services to the Division of
25 Technology?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. FRANK: The savings will
3 come in a number of ways. First of all,
4 one part of the consolidation, as I
5 started to talk about, is the physical
6 consolidation of equipment and hardware,
7 and that's really turning off redundant
8 pieces of equipment that no longer are
9 needed. We're right now in the middle of
10 that process. So as an example, we
11 estimate -- and this is just an
12 estimate -- that we have something close
13 to 1,000 servers or computers in the
14 City. I mentioned before that just
15 recently I brought in 157 of those into
16 my data center and were able to turn off
17 111. Now, I don't have a calculator with
18 me, but that's a heck of a large
19 percentage.

20 We estimate that each server we
21 turn off on a full-year basis probably
22 saves the City close to \$3,000. So over
23 the long term as we reduce the number of
24 servers -- and what I'm hoping -- again,
25 it's a rough count of about a thousand.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 I would expect as we look forward
3 certainly over the three- to five-year
4 horizon, those number of servers would
5 probably be cut by a third, if not more.

6 So one is physical equipment
7 and the savings associated with the
8 purchase, maintenance and support.

9 The second is software
10 purchases, and we're talking about
11 basically purchasing application software
12 that was primarily done by each
13 department, and now we're coordinating
14 that centrally. So one of the things
15 we're also doing is making sure that
16 we're only purchasing software that we
17 need. We're moving towards Enterprise
18 licenses. And over the course of the
19 years, we expect to be able to reduce
20 specific software purchases by several
21 million dollars.

22 And then what we're also doing
23 is looking at, which is a very important
24 piece for me, professional services in
25 contracting. One of the things that

1 3/23/10 - WHOLE - BILL 100117, etc.
2 dismayed me when I did come into
3 government was the number of vendors and
4 the variability of the pricing in the
5 rates that we're paying for the same
6 skills. So we've been working inside
7 government to redefine our, what I call,
8 our IT sourcing or procurement process so
9 that we in fact can drive the cost of our
10 contractor fees down significantly.

11 We also expect over the course
12 of time energy savings, which I can't
13 quantify because of the fact that I'm
14 reducing by orders of magnitude the
15 reduction in hardware and things like
16 that.

17 COUNCIL PRESIDENT VERNA: Well,
18 with that being said, based on the
19 consolidation of IT services and the
20 \$28.5 million you are receiving, what are
21 the savings you expect to achieve over
22 the five years?

23 MR. FRANK: One of the
24 difficulties that I have inside
25 technology is that we're remedially

1 3/23/10 - WHOLE - BILL 100117, etc.
2 correcting, let's just say, many years of
3 things that we need to fix. So what I'm
4 doing is reinvesting, if you will,
5 savings back into the infrastructure. So
6 relative to the specific budget itself
7 that we've presented, we have some
8 savings identified, but we also
9 effectively need to continue to spend the
10 money next year in order to rebuild our
11 infrastructure. So I don't think we're
12 going to see a net savings, if you will,
13 to the bottom line. We will see savings
14 in one category and spending in another.

15 COUNCIL PRESIDENT VERNA: Don't
16 you think we should see some savings over
17 the next five years in the Five Year
18 Plan?

19 MR. FRANK: I would have to
20 defer to the Budget Director.

21 MR. AGOSTINI: Madam President,
22 I think it is a good question, and I
23 think that over time we should be seeing
24 savings in either fewer positions over
25 time, which we should be able to quantify

1 3/23/10 - WHOLE - BILL 100117, etc.
2 after we've done the investments, which
3 is where we've had the difficulty and the
4 challenge.

5 I think having greater
6 productivity in the existing workforce
7 would also be a savings. It may mean we
8 need fewer people to do the things that
9 we're doing.

10 In terms of the costs of the
11 hardware and the software, we may
12 generate efficiencies with that as well.

13 So I think it is fair to say
14 that at some point over the Five Year
15 Plan we should start to realize some
16 savings. Until we are a little deeper
17 into this, it will be hard for us to
18 really put a number down and say, Yes, we
19 have confidence in that number, and I
20 think that's really been the struggle
21 that we've had in terms of trying to
22 identify a number.

23 COUNCIL PRESIDENT VERNA: The
24 Chair recognizes Councilwoman Tasco.

25 COUNCILWOMAN TASCO: Good

1 3/23/10 - WHOLE - BILL 100117, etc.

2 afternoon.

3 MR. FRANK: Good afternoon.

4 COUNCILWOMAN TASCO: During
5 Deputy Mayor Gillison's testimony, he
6 stated that the Department of Homeland
7 Security had upgraded Philadelphia from a
8 Level 2 city to a Level 1 city. Due to
9 this upgrade and the recent grant award,
10 it is my understanding that Philadelphia
11 will receive new federal dollars for
12 cameras to protect vital areas. My
13 questions are three. With these funds,
14 how many new cameras will be installed
15 and when will the project start and when
16 will it be completed?

17 MR. FRANK: We're projecting
18 roughly another 250 cameras with the
19 grants currently in hand, but there is
20 also obviously a continuing expectation
21 that we will continue to seek more grant
22 dollars.

23 COUNCILWOMAN TASCO: Well, how
24 many cameras will be installed?

25 MR. FRANK: We currently have

1 3/23/10 - WHOLE - BILL 100117, etc.
2 roughly 200, of which I think roughly 170
3 or 180 are operating. So then that would
4 add another, as I said, roughly 250 on
5 top of that.

6 COUNCILWOMAN TASC0: You have
7 200 now?

8 MR. FRANK: We have 200
9 installed, of which around 170, 180 are
10 operating, and then we hope to install
11 another 250.

12 COUNCILWOMAN TASC0: So if you
13 have 200 installed, what's that, 30?

14 MR. FRANK: The difficulty in
15 why the 20 or 30?

16 COUNCILWOMAN TASC0: You said
17 200 have been installed, 170 are
18 operating.

19 MR. FRANK: Yes, ma'am.

20 COUNCILWOMAN TASC0: Why aren't
21 the balance operating?

22 MR. FRANK: If you recall,
23 there was an article sometime back that
24 some of these cameras had bags on them,
25 and that's because we don't have the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 infrastructure to actually connect those
3 cameras to the network. And so what
4 we're doing is -- that requires fiber.
5 That's called fiber network, and so those
6 cameras will be operating as soon as we
7 complete that part of the network.

8 COUNCILWOMAN TASCO: So with
9 the new dollars that might come in as a
10 result of us being upgraded from a Level
11 2 to a Level 1, how much will we get? Do
12 you know what the dollar amount is?

13 MR. FRANK: The total grant
14 dollars?

15 (Witness approached witness
16 table.)

17 MR. JAMES: Good afternoon,
18 Councilwoman. My name is Joseph James.
19 I'm Deputy Chief Information Officer for
20 the Division of Technology.

21 The recent grant we received
22 was approximately \$4 million. We
23 received that last year, and that will be
24 able to fund the 200, 250 cameras that we
25 recently are planning to do in the next

1 3/23/10 - WHOLE - BILL 100117, etc.

2 round. The money that --

3 COUNCILWOMAN TASC0: So is that
4 in addition to the 200 that you've
5 already installed?

6 MR. JAMES: Yes. The 200 that
7 we have already installed was done by the
8 City funds.

9 COUNCILWOMAN TASC0: And the
10 new funding will give you how much?

11 MR. JAMES: Another 200 to 250
12 cameras.

13 COUNCILWOMAN TASC0: Okay.
14 Now, you're going to get 600 cameras or
15 more?

16 MR. JAMES: I think the intent
17 is to get close to around 500 cameras in
18 total.

19 COUNCILWOMAN TASC0: Now, if
20 you're having a problem with the
21 installation and you don't have the
22 fiber, are you going to use any of that
23 money to deal with -- I have no idea
24 about this stuff, but in terms of the
25 fiber, how do you plan to -- you're going

1 3/23/10 - WHOLE - BILL 100117, etc.
2 to install the cameras, but they too will
3 have bags on them and won't be working?

4 MR. JAMES: No. The plan for
5 the additional funding that we recently
6 received for the 200 to 250 cameras I
7 mentioned, the way they're being laid out
8 is to integrate into our existing fiber
9 infrastructure that we built from the
10 original funding. So what we've done is,
11 we've built out a network or a spine of
12 fiberoptic cabling so that we can expand
13 upon the placement of additional cameras
14 off of that spine, thereby reducing the
15 amount of additional fiber we need and
16 then accelerating the deployment of those
17 new cameras and not have a situation
18 where we have bagged cameras and then
19 have to go back and fix them later.

20 COUNCILWOMAN TASCO: So what's
21 going to happen to the 30 that you didn't
22 put in with the --

23 MR. JAMES: We're going to get
24 them unbagged as quickly as we can and
25 get them operational. So we have about

1 3/23/10 - WHOLE - BILL 100117, etc.

2 30 that we need to get unbagged and
3 online.

4 COUNCILWOMAN TASC0: But you
5 have the fiberoptics?

6 MR. JAMES: We're doing that
7 internally with our own people right now.
8 We're working that now.

9 COUNCILWOMAN TASC0: Okay. And
10 so can you use the \$4 million to also
11 address the data storage issue with the
12 existing cameras?

13 MR. JAMES: That's the plan.
14 As we expand, the additional \$4 million
15 will provide a certain amount of
16 additional storage. It will expand our
17 storage capability in total so that we're
18 trying to build the storage on about 500
19 cameras that can support 500 cameras.

20 COUNCILWOMAN TASC0: The
21 additional funds that you have received,
22 the \$4 million, and you plan to put in
23 200 to 250 cameras -- 220 to 250, I guess
24 my question is, have these locations for
25 these cameras been identified?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. JAMES: Some of the
3 locations have been identified. The
4 locations that are being identified by
5 Police and through the Department of
6 Homeland Security has specific critical
7 sites that they require that we put
8 cameras around. So there's a mandate of
9 camera locations that the federal
10 government has already said we have to
11 cover. They are historic sites and
12 critical infrastructure sites. And then
13 there's additional sites that the Police
14 Department will be identifying for the
15 placement of cameras.

16 COUNCILWOMAN TASCO: Okay. I
17 have one more, but I'll come back.

18 COUNCIL PRESIDENT Verna: Why
19 don't you finish.

20 COUNCILWOMAN TASCO: Well, the
21 other one, Mr. Frank, I just want to ask
22 you, I had an interest in the Mayor's
23 Commission on Technology since that
24 Commission was a result of Council
25 hearings and the Executive Order passed

1 3/23/10 - WHOLE - BILL 100117, etc.
2 by Mayor Rendell at that time. Have you
3 given any thought to if you're, one,
4 going to continue the Commission and then
5 what kind of form do you think it might
6 take?

7 I know we had some conversation
8 about this, and you may have your ideas
9 about how it should work. I'd just like
10 to have that for the record.

11 MR. FRANK: In the future, we
12 do see the need to develop some sort of
13 governance similar to kind of the Mayor's
14 Commission on Technology as it existed in
15 the past. I think some of the
16 conversations have been we need to really
17 broaden out the constituency and really
18 focus on going forward, what type of
19 leadership do we need and what do we need
20 to do in the City.

21 The historical programs of the
22 Mayor's Commission on Technology, with
23 the untimely death of Carole, who we all
24 loved, what we wanted to make sure is
25 that some of those very important

1 3/23/10 - WHOLE - BILL 100117, etc.
2 programs continued. So we actually are
3 talking to other non-profit groups in the
4 City, including the Black Data Processing
5 Association and mPower, talking about
6 perhaps they would be ideal homes
7 programmatically for some of the
8 programs. And what I would see in the
9 future, whether it's called the Mayor's
10 Commission on Technology, whatever, is we
11 really need to look at this as kind of a
12 planning body, I think, that would
13 combine both stakeholders outside of
14 government as well as government.

15 But, again, in the short term,
16 with her untimely death, I was most
17 concerned about those specific programs
18 that she herself had actually created and
19 that -- so what we felt was, let's try to
20 find them a great home from a
21 sustainability perspective.

22 COUNCILWOMAN TASC0: Well, the
23 initial concept was to deal with the
24 future and the information superhighway,
25 because we started this back in 1999, was

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the City going to be ready, and to
3 develop the plans of how the City would
4 cope with the new technology. So that
5 was -- and I just think the program
6 emanated as a result of whatever activity
7 they were doing. But it was to be a
8 planning committee and broad based and
9 community based also with business, labor
10 and community involved to talk about how
11 Philadelphia would address the whole
12 technology issue.

13 MR. FRANK: And I think that's
14 consistent with what I believe we also
15 need going forward. We're just having to
16 reorganize and kind of rethink the
17 Charter right now.

18 COUNCILWOMAN TASCO: Okay.

19 Thank you, Madam President.

20 COUNCIL PRESIDENT VERA:

21 You're welcome.

22 The Chair recognizes
23 Councilwoman Sanchez.

24 COUNCILWOMAN SANCHEZ: Thank
25 you.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Good afternoon. First, let me
3 start off by congratulating your ability
4 to at least on paper consolidate your
5 department.

6 MR. FRANK: Very well said.

7 COUNCILWOMAN SANCHEZ: We're
8 going to use you as a model for
9 consolidation, so there's a lot riding on
10 this. Okay?

11 MR. FRANK: I got it.

12 COUNCILWOMAN SANCHEZ: We want
13 this to really work. So I do
14 congratulate you. I know that breaking
15 down those silos.

16 How are you operationalizing
17 all these different units in the
18 different departments and what's the
19 communication back and forth?

20 MR. FRANK: It's a great
21 question, and this sort of thing is
22 almost like, if I can use the commercial
23 world, kind of like a merger. We
24 actually have IT people in 33 agencies,
25 and some are small and some are large.

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2 So let me just first say that
3 consolidation isn't -- the hard part
4 isn't about the technology. It really is
5 about human beings and culture and how do
6 we really move forward and build
7 something sustainable for the City.

8 So to answer your question,
9 first of all, there's a couple of
10 premises that we started with, and, that
11 is, believe it or not, do no harm. In
12 other words, one of the dangers with
13 something like this is rearranging the
14 deck chairs so quickly that people come
15 in in the morning and they don't know
16 what their job is anymore.

17 So let me just say that one of
18 the things that we've done in working
19 with the department heads is basically
20 saying that on day one, a group working
21 in the department continues to work in
22 the department and that the IT Director
23 and those people absolutely have the 100
24 percent responsibility of satisfying that
25 department head and those department

1 3/23/10 - WHOLE - BILL 100117, etc.
2 needs, even though they may shift on my
3 payroll. So, first of all, number one,
4 make sure that we maintain a stable
5 environment during that initial
6 transition, because there's a lot of
7 emotion and fear as to, oh, my gosh,
8 what's happening to me.

9 Second thing that we're doing
10 is starting a process of communication at
11 many different levels and obviously
12 having to recreate some governance that
13 includes bringing IT leaders together,
14 also getting stock of what our gaps are,
15 what type of IT leaders we need. We've
16 lost some because of retirement and
17 others. And then I've started a process
18 of just even informally coming in and
19 talking to the whole teams, because it
20 really doesn't have to be something
21 scary. So a lot of the front end of the
22 consolidation is really all about calm
23 down, let's maintain what we're doing
24 well and let's start becoming a cohesive
25 team.

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2 What we're also doing is -- one
3 of the difficulties for me is to actually
4 understand the great talent that we do
5 have. I mean, you can look at a piece of
6 paper and say, you have so many people,
7 but the real question is, how do you get
8 to know these individuals. So that's the
9 other part of this, is kind of the
10 education process of sitting down with
11 the employees. We're also pulling
12 together surveys and things like that,
13 creating newsletters. So, again, it
14 might sound trite, but the fact of the
15 matter is is that we're trying to create
16 a home for a future.

17 COUNCILWOMAN SANCHEZ: How is
18 the decision-making? Ultimately as
19 folks -- as you say, people have to
20 maintain their systems. In terms of
21 decision-making at those levels, how is
22 that filtering up and back down?

23 MR. FRANK: Well, let me divide
24 the problem into kind of small, medium
25 and large departments.

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2 COUNCILWOMAN SANCHEZ: You
3 can't take all my five minutes, though.

4 MR. FRANK: I won't take it.
5 Well, here's how it works: First of all,
6 you maintain a governance structure at
7 the department level so that the
8 department head certainly of the larger
9 departments run a monthly IT steering
10 committee, which I sit at the table along
11 with the other IT people. So, first of
12 all, a very close connection with the
13 department and setting priorities, and
14 that's where it starts. And so my
15 priorities are set by the departments'
16 priorities.

17 COUNCILWOMAN SANCHEZ: So as it
18 relates to areas where we had already
19 made significant infrastructure
20 investments, DHS Cares, Hansen, I know
21 the Streets Department uses other
22 technology, how are we working to
23 interface those and are we going to be
24 able to interface those?

25 MR. FRANK: The terminology in

1 3/23/10 - WHOLE - BILL 100117, etc.

2 my world is called architecture. It's
3 kind of like what's the building look
4 like. So effectively what I've actually
5 been doing over the last year is trying
6 to document what the heck our
7 architecture is, how the leg bone
8 connects to the shin bone, all these
9 computers. And specifically for the
10 purpose of when we come together, how
11 will all these systems fit together.

12 So a chunk of some of the
13 investment that I talk about of certainly
14 this year and then going forward is about
15 putting in place some of the technology
16 to make these systems talk together a lot
17 better, and that really is the technical
18 challenge for us. But it's a lot easier
19 when you can look at it as a whole than
20 the way we've had to do it, which is
21 making decisions a department at a time.
22 So, in fact, we're working with the
23 Department of Licenses and Inspections
24 and making sure that we can integrate
25 Hansen. I've worked very heavily with

1 3/23/10 - WHOLE - BILL 100117, etc.

2 DHS and in fact Dr. Schwarz on how do we
3 expand the use of Cares. So nothing is
4 going away. It's how do we make this
5 thing better.

6 COUNCILWOMAN SANCHEZ: So none
7 of that interfacing has happened yet.
8 You're still kind of assessing, figuring
9 out what we're going to keep?

10 MR. FRANK: No. We're actively
11 building. I mean, that's why -- some
12 things are harder than others. We have a
13 Streets interface working. We're working
14 with L&I to interface the Hansen, because
15 it's just more complex. Cares, we have
16 been working with them. We are building
17 systems.

18 COUNCILWOMAN SANCHEZ: I'll
19 wait for my next round. Thank you.

20 Thank you, Madam President.

21 COUNCIL PRESIDENT VERNA:

22 You're welcome.

23 The Chair recognizes Councilman
24 Jones.

25 COUNCILMAN JONES: Thank you,

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Madam President.

3 I think most of my questions
4 were answered in the first round, so what
5 I'd like to know is, as we start to move
6 this technology piece forward and by way
7 of the camera infrastructure, if I
8 forget --

9 MR. FRANK: Joe?

10 COUNCILMAN JONES: Yeah, Joe
11 James to come back up.

12 (Witness approached witness
13 table.)

14 COUNCILMAN JONES: At what
15 point -- I know you're corresponded with
16 high-crime areas, and at what point will
17 we have, based on the analysis of some of
18 the hardest police districts, when will
19 we have covered those critical mass areas
20 in your projections?

21 MR. JAMES: Well, we started
22 out the replanning for this year based
23 upon the Police gave us a priority list
24 of those districts they wanted us to
25 focus our attention on, and we did the

1 3/23/10 - WHOLE - BILL 100117, etc.

2 top eight. There are actually 20
3 elements to the project based by
4 particular target areas.

5 The plan the way we are moving
6 at this point in time is that we're going
7 to probably be around this time next
8 year, depending on funding and everything
9 being in place and weather conditions and
10 so forth, to be able to finish out the
11 top 20.

12 COUNCILMAN JONES: Are there
13 any corresponding drops in crime and/or
14 apprehensions based on the installation
15 of the cameras?

16 MR. JAMES: Actually,
17 Councilman, I'm really not that
18 knowledgeable from the Police side. I
19 think that's a question for the Police
20 Department. Anecdotally, they have
21 documented many cases where the cameras
22 have assisted in their ability to reduce
23 the amount of crime in the area and
24 actually in the results of certain crimes
25 occurring been able to identify and --

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN JONES: So we should
3 wait for the Police Commissioner to see
4 if that -- okay.

5 And, finally, do you also
6 handle -- you handle Council's
7 infrastructure by way of our computer
8 system as well?

9 MR. FRANK: Council is
10 supported through an outside contractor,
11 as you know.

12 COUNCILMAN JONES: But we
13 connect to --

14 MR. FRANK: And you connect to
15 the City's infrastructure, yes, sir.

16 COUNCILMAN JONES: So as you do
17 these upgrades, is there a direct impact
18 on our technology or lack thereof?

19 MR. FRANK: Yes, sir.

20 COUNCILMAN JONES: So you're
21 going to advise us how to keep up or are
22 you giving us input so that we're not
23 speaking apples and oranges, if you
24 would?

25 MR. FRANK: My hope is moving

1 3/23/10 - WHOLE - BILL 100117, etc.
2 forward along the line of the fact that
3 we really are trying together to raise
4 the level of technology across the City,
5 is working with Council on a couple
6 levels. First of all, I would like us to
7 do a better job of educating and
8 providing training and support to Council
9 for the use of the technology as it
10 relates to the upgrades and the
11 investments that we're talking about.
12 As --

13 COUNCILMAN JONES: I was just
14 text and told because of my comments, my
15 computers have been shut off.

16 MR. FRANK: There you go.
17 Well, the bottom line is is that as we
18 increase the speed of the network, as we
19 put in place all that, you will feel a
20 direct impact, and that would be almost
21 immediate. As we put in these new
22 application systems, they would be made
23 available to you.

24 Again, what I'm trying to say
25 is that there's also a tremendous

1 3/23/10 - WHOLE - BILL 100117, etc.
2 opportunity working with Council and
3 saying how do you best use these tools
4 and what do we need to do as a division
5 to help Council in making them most
6 productive in using the technology.

7 COUNCILMAN JONES: Similar to
8 what we talked about with the 3-1-1
9 system and understanding how that works,
10 there are many departments that we rely
11 on for information in order to do our
12 jobs, particularly with constituent
13 service requests. So it is important to
14 us to keep up with you guys.

15 And, finally, do you manage our
16 website as well or does that happen
17 through our consultant?

18 MR. FRANK: Do we manage it?
19 Yes.

20 COUNCILMAN JONES: We need to
21 talk offline about that. I won't even --

22 MR. FRANK: I don't think we do
23 much creatively. I think we run it on
24 our computer.

25 COUNCILMAN JONES: That's an

1 3/23/10 - WHOLE - BILL 100117, etc.
2 understatement. My 12-year-old grandson
3 could probably be more interactive on
4 Facebook than we are in our website. We
5 need to be able to engage constituent
6 service requests from that, and it just
7 fails to meet standards. So we'll talk.

8 MR. FRANK: I agree, sir.

9 COUNCILMAN JONES: All right.
10 They said my computer is back on.

11 Thank you, Madam Chair.

12 COUNCIL PRESIDENT VERNA:

13 You're welcome.

14 The Chair recognizes Councilman
15 Goode.

16 COUNCILMAN GOODE: Thank you,
17 Madam President.

18 Good afternoon, Mr. Frank.

19 MR. FRANK: Good afternoon,
20 sir.

21 COUNCILMAN GOODE: Over the
22 course of the budget process, my
23 colleagues and I will be talking about
24 the Mayor's goal of reaching 25 percent
25 DBE participation in Fiscal Year '11.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Also in the course of budget hearings, I
3 actually will be pulling out live RFPs
4 that are still open.

5 The Division of Technology has
6 two contracting opportunities that are
7 still open; is that correct?

8 MR. FRANK: I'd have to verify,
9 but that's most likely, yes.

10 COUNCILMAN GOODE: There is one
11 for third-party IT assessment in
12 addressing, advancing and optimizing the
13 City's cashiering and payment processing
14 infrastructure. Does that sound
15 familiar?

16 MR. FRANK: Yes, sir.

17 COUNCILMAN GOODE: And there's
18 another seeking a qualified contractor to
19 supplement support of its recruitment
20 efforts for both permanent hires and
21 staff augmentation.

22 MR. FRANK: Sounds familiar,
23 yeah.

24 COUNCILMAN GOODE: For the
25 first contract, there is a goal for MBEs

1 3/23/10 - WHOLE - BILL 100117, etc.
2 of 10 to 15 percent participation. It
3 says and/or 10 to 15 percent for women
4 business enterprises. For the second,
5 the opportunity says the City is
6 anticipating these services will be
7 provided by a single individual pursuant
8 to the Mayor's Executive Order 02-05, as
9 denoted above in No. 4 - Evaluation
10 Services. Along with other criteria,
11 preference will be given to minority,
12 women and disabled businesses for project
13 associated with this notice of
14 opportunity.

15 In one contract there are
16 specific goals. In the other contract I
17 don't know what that language is supposed
18 to mean. My question for one is, who set
19 the range of opportunity, and for the
20 second, why was there not a range of
21 opportunity set?

22 MR. FRANK: I can't answer here
23 directly the second question of why there
24 was no opportunity goals set, and I would
25 have to go back specifically to the

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Deputy around that one goal of the 10 to
3 15. My understanding is that that
4 percentage was given to us, but I don't
5 think that's a good answer.

6 COUNCILMAN GOODE: My question
7 is, I guess how can that percentage be
8 given to you? You are the expert in your
9 contracting needs, procurement needs.
10 You know what goods and services you
11 need. You are a longstanding
12 professional in the field. Wouldn't you
13 better know what the capacity is for
14 participation?

15 MR. FRANK: You mean the
16 possibility of what the maximum
17 percentage possibly could be? Yes, sir.

18 COUNCILMAN GOODE: In other
19 words, is 10 to 15 percent a real number
20 or is it a number that was just created?

21 MR. FRANK: I don't think that
22 that number necessarily reflects the true
23 opportunity. So I think that it probably
24 is representing a lower number than is
25 potentially true in the marketplace.

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2 COUNCILMAN GOODE: So what role
3 did you play in creating that number and
4 what role do you believe you should play
5 in creating that number?

6 MR. FRANK: The role I believe
7 that I should be playing is to set the
8 standard actually to maximize the
9 minority participation, which is why you
10 see on a going-forward basis,
11 particularly in line with the level of
12 investment that we're now making going
13 forward --

14 COUNCILMAN GOODE: This is a
15 contract opportunity that is live. It's
16 still open.

17 MR. FRANK: Yeah. No, I
18 understand, sir. And so what I intend to
19 do, which is why you see the 35 percent,
20 and also what I am doing is reaching out
21 to the minority community proactively
22 going forward in order to really try to
23 maximize the potential of participation.

24 I really have no really good
25 answer as to, again, for those particular

1 3/23/10 - WHOLE - BILL 100117, etc.

2 percentages on those two contracts.

3 COUNCILMAN GOODE: For the
4 second one, which does not have a
5 specific percentage range, are you
6 familiar with that language that I cited?

7 MR. FRANK: I'm sorry, sir?

8 COUNCILMAN GOODE: Are you
9 familiar with the language I cited that
10 says the City is anticipating these
11 services will be provided by a single
12 individual pursuant to the Mayor's
13 Executive Order 02-05 and as noted above
14 in 4 - Evaluation Selection. Along with
15 other criteria, preference will be given
16 to minority, women and disabled
17 businesses for the project associated
18 with this notice of opportunity.

19 To be honest, it sounds like
20 someone wants to give the contract to
21 someone. They want to say that they
22 entertained the idea of offering
23 diversity, but they didn't set ranges
24 because they either want to give the
25 contract to someone specifically and/or

1 3/23/10 - WHOLE - BILL 100117, etc.
2 they do not want to create subcontracting
3 opportunities if they are available.

4 (Witnesses approached witness
5 table.)

6 MR. FRANK: Let me just say one
7 thing. First of all, relative, for
8 example, to the staff aug contract that
9 we're speaking of, the participation
10 after the selection was 66 percent
11 minority. So, again, I can't -- I don't
12 really offer any good excuse relative to
13 the wording on those pages, but what I
14 will absolutely stand by is my commitment
15 to maximize it, and by action, not words,
16 going forward.

17 COUNCILMAN GOODE: And I hear
18 you, and my response to that is actually
19 that's why when we set the goals on an
20 annual basis, there's such a differential
21 and we never hit the goal, because the
22 goals are not real. And we were told the
23 goals will begin to be real. So, in
24 other words, for these contracts or for
25 your department, there may be a goal of

1 3/23/10 - WHOLE - BILL 100117, etc.
2 20 percent and you may reach 40 percent
3 because you're trying to do the right
4 thing, and that's a good thing, but the
5 issue is, why is the goal-setting fake?
6 Because to some extent, it seems to be
7 fake, and I intend to not just look at
8 the goal-setting on an annual basis, but
9 to look at live contracting opportunities
10 that are still open to see who set the
11 goal and why and whether it's a real
12 goal.

13 MR. FRANK: I think your
14 comments are very valid, Councilman.

15 COUNCILMAN GOODE: Thank you,
16 Mr. Frank.

17 Thank you, Madam Chair.

18 COUNCIL PRESIDENT VERNA: Are
19 there any further questions from members
20 of the Committee?

21 (No response.)

22 COUNCIL PRESIDENT VERNA: Thank
23 you, Mr. Frank.

24 MR. FRANK: Thank you.

25 COUNCIL PRESIDENT VERNA: We

1 3/23/10 - WHOLE - BILL 100117, etc.

2 will now hear from the Records

3 Department.

4 (Witnesses approached witness
5 table.)

6 COUNCIL PRESIDENT Verna: Good
7 afternoon. Welcome. Please identify
8 yourself for the record.

9 COMMISSIONER Decker: Yes. My
10 name is Joan Decker and I serve as the
11 Records Commissioner in the City. I have
12 with me today Jeanne Reedy and also Carl
13 Zimmerman.

14 And, Council President, I will
15 just summarize the testimony.

16 COUNCIL PRESIDENT Verna: Thank
17 you.

18 COMMISSIONER Decker: For
19 FY2011, the Records Department is
20 presenting a General Fund operating
21 budget of \$4,009,212, a decrease of
22 \$1,325,603 from the Department's FY10
23 estimated obligations. The entire
24 reduction is due to the IT consolidation.

25 Class 100 is allocated at

1 3/23/10 - WHOLE - BILL 100117, etc.
2 2,845,219, an increase of 26,000 from the
3 estimated obligations of class -- I'm
4 sorry; estimated obligations of
5 \$2,819,219 for FY10. This reflects an
6 internal transfer from Class 300. The
7 number of budgeted positions in staff
8 remains the same at 63.

9 Class 200, purchase of
10 services, allocation changes from FY10
11 estimated obligation level of 2,389,890
12 to 1,083,719 in FY11, a decrease of
13 1,306,111. Again, this is due to the IT
14 consolidation.

15 Class 300, materials and
16 supplies, decreases by 26,000 from the
17 FY10 estimated obligations level to
18 \$60,502 for FY2011, reflecting an
19 internal transfer to Class 100.

20 Class 400, equipment,
21 allocation decreases by 19,492 from the
22 FY10 estimated obligations level to
23 \$18,266 for FY2011. Again, due to the IT
24 consolidation.

25 Class 500 remains at the FY10

1 3/23/10 - WHOLE - BILL 100117, etc.

2 level of \$1,456 in FY2010.

3 And our mission is reflected in
4 the testimony, in the written testimony.
5 And as for the initiatives that we have
6 started and which will continue into
7 FY11, I'm sure you know by now that we
8 are responsible for the Document
9 Recording area, and in this capacity,
10 we've implemented as many enhancements as
11 possible to automate the operations. We
12 currently conduct electronic recording.
13 We have over 200 companies that engage in
14 electronic recording with us, and that's
15 an approximate level on average 46
16 percent, but that fluctuates somewhat and
17 is sometimes higher.

18 We have also implemented a
19 number of other types of automation,
20 optical character recognition, to name
21 one of them.

22 We will continue into FY2011
23 our Document Notice program, and this
24 provides notice to a homeowner any time a
25 deed or a mortgage is recorded within the

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Department, we send a notice. To date,
3 almost a little over -- approximately
4 850,000 letters have been sent to
5 homeowners. And we recently received a
6 telephone call from Mayor Bloomberg in
7 New York's office. They believe that our
8 program is very robust and comprehensive,
9 and they asked us a lot of questions.
10 They would be interested in replicating
11 it there. So that has been very, very
12 successful.

13 Again, we have done as much as
14 we can to implement convenient and easy
15 online access to all of our data, our
16 recorded instruments. Our public service
17 really involves not only members of the
18 public, but a lot of the businesses in
19 the City and also through the country,
20 and the initiatives that we have
21 implemented helps them to do their
22 business a lot more efficiently.

23 We have implemented in August a
24 fee increase of \$30 in Document Recording
25 area, and to date, that has yielded

1 3/23/10 - WHOLE - BILL 100117, etc.
2 approximately 2 million -- close to \$2.4
3 million. If the current recording volume
4 continues at its current level, we
5 project a total recording volume of about
6 145,000 documents, and that would yield
7 just an increase in revenue of \$4.3
8 million.

9 The Department's OEO goal of
10 the City's goal of 25 percent, we expect
11 in the Records Department to achieve
12 about 33 percent of our contracts will be
13 to minority businesses.

14 As for the budget impact this
15 upcoming year, I'd like to say that the
16 Department's budget has been reduced by
17 47.8 percent. The Department's FY2011
18 budget was reduced by \$1,325,603, or 24.8
19 percent, from FY2010. Since FY2009, the
20 Department has been reduced a total of
21 \$3,670,659, or 47.8 percent.

22 COUNCIL PRESIDENT VERNA:
23 Commissioner, do you mind repeating that,
24 please? How much of a decrease have you
25 had?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COMMISSIONER DECKER:

3 Forty-seven point eight percent decrease
4 since FY09.

5 COUNCIL PRESIDENT VERNA: Can
6 we have that in dollars and cents,
7 please.

8 COMMISSIONER DECKER: Oh, yes.
9 Sorry. Has been reduced a total of
10 \$3,670,659, 47.8 percent.

11 Since FY2009, the Department's
12 budget has been reduced by class as
13 follows: 22.23 percent in Class 100;
14 70.55 percent in Class 200; 69.04 percent
15 in Class 300; and 87.31 percent in Class
16 400. For FY2011, the Department's budget
17 is reduced 55 percent in Class 200 and 52
18 percent in Class 400.

19 And when we were here last
20 year, we did talk about some of the
21 reductions that we took last year. Last
22 year's reduction was approximately 30.5
23 percent, and these were reductions and
24 changes throughout the Department in all
25 of our units. They involve the decrease

1 3/23/10 - WHOLE - BILL 100117, etc.

2 in staffing as well as professional
3 services, materials, supplies and
4 equipment.

5 We also were -- we discontinued
6 and closed several units and we lost
7 about 13 staff positions, which also
8 included some layoffs.

9 And some of the projects or
10 initiatives that we were not able to do,
11 again, cut across the department, they
12 included some scheduled upgrades and
13 enhancements in Document Recording and in
14 other areas within the Department. We
15 had planned to do some upgrades,
16 implement some redaction technology for
17 sensitive information on public records
18 and also enhancements -- other types of
19 enhancements as well that we think would
20 have helped the Department. And there
21 were also significant reductions in
22 materials and supplies and equipment that
23 affected all the units in the Department.

24 The effect of these budgetary
25 cuts continues into FY2011. Existing

1 3/23/10 - WHOLE - BILL 100117, etc.
2 resources will be allocated according to
3 our services that are mandated by state
4 and local law, and they will be
5 prioritized accordingly. So we will deal
6 first with those that are state mandates,
7 which mostly govern Document Recording,
8 our Registry and Mapping area, as well as
9 public records that are subject to the
10 Pennsylvania Right to Know Act Law. And
11 these changes affect both the external
12 services that we provide to the public as
13 well as some of our internal services.

14 The challenges facing the
15 Department in FY11 are many. Many of the
16 routine maintenance of equipment is
17 discontinued. Materials and supplies are
18 severely limited, including those
19 supplies that are required to provide
20 types of materials, such as receipts and
21 so on, to the public when they come into
22 our department to access services.

23 Should any Councilmember wish
24 to engage in further discussion on any of
25 these matters, we are more than happy to

1 3/23/10 - WHOLE - BILL 100117, etc.
2 meet with Councilmembers at your
3 convenience, and I thank you for your
4 continuing support and I'm happy to
5 answer any questions you may have.

6 COUNCIL PRESIDENT VERNA: Thank
7 you very much, Commissioner. When you
8 talked about your decrease, I didn't
9 realize that \$1.3 million of your budget
10 is being transferred to the Division of
11 Technology. Is it not?

12 COMMISSIONER DECKER: That's
13 correct.

14 COUNCIL PRESIDENT VERNA: What
15 services are you proposing to transfer?

16 COMMISSIONER DECKER: Well, the
17 services would involve any technology
18 that is used to support document -- it's
19 really almost in every area of our
20 department, and that would include
21 Document Recording, the Registry/Mapping
22 Unit that map the legal descriptions that
23 come into us on deeds and which we
24 provide the land parcel coverage for all
25 the properties within the City, the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 police accident report, the applications
3 for a variety of other types of police
4 incident and fire reports, the Philly
5 history, any kind of mapping support, and
6 also we've just suspended some support.

7 COUNCIL PRESIDENT Verna:
8 Commissioner, from an operational
9 perspective, what, if any, impact does
10 this have on your operations, the
11 transferring of the money?

12 COMMISSIONER DECKER: Well, we
13 would -- we understand that the systems
14 that are in place will continue to be
15 maintained. So the amount of the
16 transfer was equal to the support of the
17 systems that I mentioned and also to a
18 certain sum of money in Class 400, which
19 would be used for any equipment, any
20 computer equipment, that would need to be
21 replaced or supported.

22 We would continue on the front
23 lines to provide services and interact
24 with the public, but we would not have
25 that, in a sense, control of the

1 3/23/10 - WHOLE - BILL 100117, etc.

2 technology, because it's being

3 transferred over to IT.

4 COUNCIL PRESIDENT VERNA:

5 Commissioner, did you make a proposal to

6 the Finance Department to raise the

7 county fee per recording from \$2 to \$15,

8 which would generate an additional \$1.8

9 million?

10 COMMISSIONER DECKER: Yes.

11 Yes, we did make that proposal.

12 COUNCIL PRESIDENT VERNA: Was

13 this recommendation accepted by the

14 Administration?

15 COMMISSIONER DECKER: It was

16 accepted. This would require a change in

17 state law, and at the time that we were

18 discussing this, there was a concern that

19 this might conflict with the interest in

20 raising the Housing Trust Fund fee at the

21 state level, so this was put on hold for

22 a while until that can be successfully

23 ironed out.

24 COUNCIL PRESIDENT VERNA: So it

25 was accepted?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COMMISSIONER DECKER: Yes.

3 COUNCIL PRESIDENT VERNA: But
4 there's nothing we can do about it at
5 this point in time?

6 COMMISSIONER DECKER: That's
7 right.

8 COUNCIL PRESIDENT VERNA: So
9 it's on hold?

10 COMMISSIONER DECKER: That's
11 correct, it's on hold. We didn't want --
12 the thought was not to conflict with the
13 interest in raising the amount of fee to
14 be collected for the Housing Trust Fund.

15 COUNCIL PRESIDENT VERNA: I
16 thought we found \$1.8 million.

17 Okay. The Chair recognizes
18 Councilman Greenlee.

19 COUNCILMAN GREENLEE: Thank
20 you, Madam President.

21 Good afternoon, Commissioner.

22 COMMISSIONER DECKER: Good
23 afternoon.

24 COUNCILMAN GREENLEE: First, I
25 want to acknowledge all the years of

1 3/23/10 - WHOLE - BILL 100117, etc.
2 service you've had with the Records
3 Department and the improvements that
4 you've made down there.

5 COMMISSIONER DECKER: Thank
6 you.

7 COUNCILMAN GREENLEE:
8 Unfortunately, I still have to raise the
9 issue that you and I have talked about a
10 number of times of the stolen deeds,
11 tangled titles, and I just have some
12 questions on that.

13 You say in your written
14 statement that the Department will
15 continue to send a document notice
16 letter. Isn't it true that that is part
17 of Bill 080424-A, which requires the
18 Department to do that? I mean, isn't
19 that part of the law?

20 COMMISSIONER DECKER: That's
21 part of the law, but this program was
22 started in, I think, approximately 2004.

23 COUNCILMAN GREENLEE: And I
24 know you started it, and I appreciate
25 that.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COMMISSIONER DECKER: Yes.

3 COUNCILMAN GREENLEE: But isn't
4 it also true that actually that's just
5 part of what the bill asks for? And
6 really the notice letter where, certainly
7 an improvement, really is dealing with
8 after the horse has left the barn, if you
9 will, because that property, you have
10 already accepted that deed, so the person
11 gets a notice -- and I have an example
12 here that I can go over -- that person
13 then has to go through the whole very
14 complicated system of trying to get their
15 property that was stolen from them back;
16 is that true?

17 COMMISSIONER DECKER: Yes, but
18 we have found that for many people, they
19 would not be aware that any perhaps
20 fraudulent activity had occurred until
21 years later when they were ready to sell
22 their property. So this provides an
23 advanced opportunity for them to take
24 action sooner rather than later.

25 COUNCILMAN GREENLEE: No, I

1 3/23/10 - WHOLE - BILL 100117, etc.
2 understand, and I certainly acknowledge
3 that, but there's other parts of the bill
4 that mandate things, like checking if
5 it's the actual owner that's doing it,
6 checking if there's power of attorney,
7 trust situations, all like that. Is your
8 department applying those --

9 COMMISSIONER DECKER: Yes.

10 COUNCILMAN GREENLEE: --
11 sections, too?

12 COMMISSIONER DECKER: Yes.

13 COUNCILMAN GREENLEE: And your
14 employees are aware of that law, that
15 every time a deed comes in, they have to
16 check those things?

17 COMMISSIONER DECKER: Yes. We
18 have process in place where all of those
19 checks are really exercised and applied,
20 and we do keep statistics on that. We're
21 checking every time a deed comes in, we
22 know whether there was documentation
23 submitted by law. That includes whether
24 there was required articles of
25 incorporation, whether there was a power

1 3/23/10 - WHOLE - BILL 100117, etc.
2 of attorney that was required, whether it
3 was submitted by a title company, whether
4 it came by certified U.S. postal mail,
5 yes.

6 COUNCILMAN GREENLEE: And you
7 say you have statistics. Can you forward
8 that to the Chair so we can take a look
9 at it?

10 COMMISSIONER DECKER: Yes.

11 COUNCILMAN GREENLEE: I
12 appreciate that.

13 Are you familiar with the
14 name -- and I just want to use this as an
15 example, and, again, it's one example.
16 We think there are others too, but are
17 you familiar with the name of Anthony
18 Mitchell?

19 COMMISSIONER DECKER: Anthony
20 Mitchell, yes.

21 COUNCILMAN GREENLEE: Doesn't
22 actually exist, correct? That is a
23 fraudulent person?

24 COMMISSIONER DECKER: I don't
25 know if it's fraudulent. I do, however,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 know that it is under investigation, and
3 we have been asked to keep that quiet
4 since it is under investigation by the
5 inspectors.

6 COUNCILMAN GREENLEE: Okay.
7 Well, let me just say, one of the
8 properties that he supposedly was
9 transferred to, a gentleman has been in
10 touch with our office and has been
11 dealing with us since last September, and
12 in all due respect, at least in his case,
13 those procedures that we just talked
14 about were not followed. If they had
15 been checked, the owner that supposedly
16 gave this property to Anthony Mitchell
17 was not the owner on record. The notary
18 was not correct, and there was a lot of
19 other information that was not in there.

20 Now, again, I don't know if
21 this was just an aberration, but we have
22 heard from other people that sometimes
23 those regulations aren't followed. So I
24 guess I would just, as much as I could,
25 urge people to -- urge you to make sure

1 3/23/10 - WHOLE - BILL 100117, etc.
2 your department knows that, because,
3 again, there's still, I'll grant you, not
4 as many people as it used to be, but
5 there's people that still come up to our
6 office who have had their properties
7 stolen, and I just want to emphasize that
8 once that happens, they are really in a
9 long, drawn-out procedure.

10 This fellow who had his
11 property stolen that I just referred to,
12 Mr. Groslick, again, he's still in touch
13 with our office and as recently as today
14 brought some examples of still the things
15 he has to go through, because he can't
16 afford the lawyer, he can't get it pro
17 bono, and he's trying to do this himself.
18 And where he's not an unintelligent
19 person, he's not verse in this kind of
20 law, and it just makes it very difficult
21 when somebody has that situation. It's
22 the most expensive thing, the most
23 valuable thing the man has ever owned,
24 and he's just frustrated by the whole
25 situation.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Now, not just in this case, but
3 any time that you see situations like
4 this, do you get in touch with the DA,
5 the Police?

6 COMMISSIONER DECKER: Yes, we
7 do.

8 COUNCILMAN GREENLEE: Okay.
9 And one of the things that Mr. Groslick
10 has run into is that he needs
11 documentation that these -- like the
12 picture, the photograph that was taken,
13 that kind of thing, that is mandated down
14 there. Isn't that public record?
15 Couldn't he get that from your
16 department? He's saying your department
17 is not giving that information.

18 COMMISSIONER DECKER: We don't
19 consider that public record, no. It has
20 been furnished to the -- I mentioned
21 there is an ongoing investigation, and it
22 has been furnished to appropriate
23 authorities.

24 COUNCILMAN GREENLEE: Again, I
25 don't want to just get into this

1 3/23/10 - WHOLE - BILL 100117, etc.
2 individual guy's case, but that's all
3 well and good, but while that's going on,
4 he can't get his property. And, again,
5 he can't afford a lawyer.

6 It would seem like when it's
7 clear cut that this property was stolen,
8 I guess I don't understand why there
9 isn't more cooperation from your
10 department to what is clearly an innocent
11 victim.

12 COMMISSIONER DECKER: Well, we
13 work very aggressively and actively with
14 the Fraudulent Conveyance Committee in
15 the Philadelphia Bar Association and we
16 have been partnering with Judge Annette
17 Rizzo to try to help -- to expedite these
18 cases and to provide as much support from
19 non-profits as is possible.

20 We certainly empathize with
21 anyone who had their property stolen. We
22 recognize it is a very difficult
23 situation. However, some of the cases
24 are extremely complicated and they're not
25 very easy to so easily return the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 property within a day or two. But we do
3 empathize and we have taken as many steps
4 as we can to try to partner with, again,
5 law enforcement, we partner with the
6 courts and we also partner with a
7 committee, Fraudulent Conveyance
8 Committee, from the Philadelphia Bar
9 Association. We're all aggressively
10 working on these issues.

11 COUNCILMAN GREENLEE: Just a
12 general question. Would you consider
13 this still a problem in the City?

14 COMMISSIONER DECKER: I think
15 it is still a problem, definitely.

16 COUNCILMAN GREENLEE: Okay.
17 Because I was going to say, we got a
18 letter. Council President got it back in
19 February of this year from Judge Dembe,
20 who seems to acknowledge it is still
21 going on. And I'm not just putting it on
22 your department. I'm not saying that.

23 COMMISSIONER DECKER: We have
24 met with Judge Dembe's office and
25 submitted a list of recommendations and

1 3/23/10 - WHOLE - BILL 100117, etc.
2 suggestions that really address a
3 composite of different issues that
4 surround this, and that includes not only
5 legislative changes, but the need for a
6 great deal of community education. We do
7 know that the incidents of fraud really
8 are targeted -- the targeted communities
9 are immigrant populations, the elderly
10 and actually relatives who perpetrate
11 fraud against their own family members.

12 COUNCILMAN GREENLEE: Yeah,
13 there's certainly a lot of that.

14 COMMISSIONER DECKER: And there
15 is a great deal of need, mostly for
16 community education, where particularly
17 in immigrant populations the community is
18 not -- the customs are very different
19 from their country of origin and they're
20 very different from the land records and
21 recording system that we have in the
22 United States. And so really the many
23 innocent victims unknowingly enter into
24 transactions without the benefit of
25 either land title insurance, perhaps on

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the street for cash transactions without
3 having secured receipts or any kind of
4 evidence about the party from whom
5 they've supposedly purchased the
6 property.

7 So we have submitted a number
8 of recommendations to both Judge Dembe
9 and to Judge Annette Rizzo, our
10 observations and our recommendations on
11 our experience and understanding what
12 happens to the victims of fraud.

13 COUNCILMAN GREENLEE: And last
14 question, and I'm not saying this to
15 embarrass the department, because I know
16 the vast majority, like all City
17 employees, are honest, hard-working
18 people, but there obviously was a problem
19 at the end of last year with one of the
20 employees down there being involved in
21 one of these property thefts. Has there
22 been anything else you've been able to do
23 to try to guard against that? Are there
24 checks? I know everybody talks about
25 each department's integrity officer. Do

1 3/23/10 - WHOLE - BILL 100117, etc.

2 you have such a thing?

3 COMMISSIONER DECKER: We have a
4 number of detection tools that we use in
5 the background, and so we are monitoring
6 that carefully. Unfortunately, that
7 particular person really perpetrated a
8 lot of what he did outside of the
9 department, and that was the issue. It
10 wasn't something that he did within the
11 department, but he did it outside in his
12 home on the street. That's a little bit
13 more difficult to detect, but
14 nonetheless, we have implemented some
15 other preventive measures, which I would
16 rather not mention publicly.

17 COUNCILMAN GREENLEE: I
18 understand. Okay. All right. I'm sure
19 we'll be talking some more. Thank you.
20 Thank you, Commissioner.

21 Thank you, Madam President.

22 COUNCIL PRESIDENT VERNA: Thank
23 you.

24 The Chair recognizes
25 Councilwoman Tasco.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILWOMAN TASC0: Good

3 afternoon.

4 COMMISSIONER DECKER: Good

5 afternoon.

6 COUNCILWOMAN TASC0: I just
7 want to add to your woes, but I just want
8 to bring a situation to you that came to
9 me as I was ringing doorbells to get
10 petitions signed. A woman, whose husband
11 was beginning to experience, I guess,
12 dementia or Alzheimer's or whatever, I
13 don't know, but anyway, they were having
14 a problem back and forth and so he gave
15 her power of attorney. So she came down
16 and had the house turned over and the
17 deed turned over in her name. Then the
18 family came and got him, and he gave them
19 the power of attorney, and they came back
20 to your department and had the property
21 put in someone else's name.

22 So I don't know what you can do
23 about that or how that happened and I
24 don't know all the details of the story,
25 but I'm just sharing with you that she

1 3/23/10 - WHOLE - BILL 100117, etc.

2 said this -- because when I ran the
3 doorbell, I'm sick of this City. After a
4 long story, I said, Well, what's your
5 problem with the City, and then she told
6 me that. But I'm sure there are a lot of
7 other -- it's a more complicated issue
8 than I know, and there are always two
9 sides to a story also, but she was able
10 to get the deed in her name and then
11 maybe a week later or less they were able
12 to transfer it into somebody else's name.

13 COMMISSIONER DECKER: Yes.

14 Well, we certainly will take a look at
15 that. We'll look in particular at the
16 powers of attorney. We do require copies
17 of that at the time that a deed is
18 recorded.

19 Some of these cases are
20 extremely challenging, because on the
21 face of it, if a document comes in and
22 meets the Document Recording requirements
23 that are set forth in state law and as we
24 are checking for the other items that
25 were passed by City Council, it still is

1 3/23/10 - WHOLE - BILL 100117, etc.
2 possible for someone to perpetrate the
3 fraud and to circumvent all the
4 protections that are in place. So it's a
5 very challenging type of crime for us to
6 control, but we certainly will look in
7 particular at the power of attorney issue
8 and see if there's anything further that
9 we can implement as a protection.

10 COUNCILWOMAN TASCO: Okay.

11 Thank you.

12 Thank you.

13 COUNCIL PRESIDENT VERNA:

14 You're welcome.

15 The Chair recognizes

16 Councilwoman Sanchez.

17 COUNCILWOMAN SANCHEZ: Thank
18 you.

19 Good afternoon.

20 COMMISSIONER DECKER: Good
21 afternoon.

22 COUNCILWOMAN SANCHEZ: In
23 continuing some of the questioning of
24 Councilman Greenlee, you say you have a
25 document verification system. Is this

1 3/23/10 - WHOLE - BILL 100117, etc.
2 checked off for every single transaction
3 like to ensure -- what he was going
4 through is apparently there have been
5 several transactions where gaps have
6 been. Do you have a way of ensuring that
7 every employee is following the protocol?

8 COMMISSIONER DECKER: We do.
9 There is a process in place. We have
10 formal procedures. We have done
11 training. We retrain. The supervisors
12 monitor. They spot check and sample the
13 documents that the staff is reviewing.
14 There is a procedure whereby any document
15 that is reviewed that doesn't fall within
16 the required categories is flagged. We
17 do notify the District Attorney's Office.

18 So we do have that in place.
19 There is always a part of a system that
20 has a manual process to it where a staff
21 person is responsible for it. So what we
22 try to do is to retrain periodically. So
23 we are constantly taking a look at this,
24 and we certainly will refresh the
25 training again.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILWOMAN SANCHEZ: I'm
3 just -- and I hate to add a document to
4 this. Bill Green will shoot me over
5 here. Is there a way that we can
6 institutionalize some sort of check-off
7 that says all of these things were met,
8 signed by someone so that we can hold
9 someone accountable for the fact that
10 those documents were verified?

11 COMMISSIONER DECKER: We will
12 look into that, but I do want to add that
13 when Council passed the legislation
14 requiring that particular documentation
15 be submitted when a deed is recorded in
16 certain cases, and we mentioned some of
17 them, articles of incorporation, power of
18 attorney, trust, letters of
19 administration, testamentary letters and
20 also whether a document came in through
21 the mail, what our staff does is, we
22 actually copy and incorporate that and
23 make it a part of the document. So if a
24 document came in and references a will,
25 it will be attached as part of the

1 3/23/10 - WHOLE - BILL 100117, etc.

2 document that is recorded.

3 COUNCILWOMAN SANCHEZ: Okay.

4 So what would be educational for us, if

5 you can come up with a crib sheet that

6 says this is state law, this is city law.

7 And you said you made recommendations to

8 President Dembe and to Judge Rizzo, who

9 both have expressed an interest and

10 willing to work with us on this. What is

11 missing? What is the gap? What type of

12 state-enabling legislation, what types of

13 recommendations could you give to us so

14 that we can ensure -- I know there is a

15 work group working on some state

16 legislation, and I just want to make sure

17 that if there's something that we need

18 that's missing, we should be part of that

19 discussion.

20 Are you part of that work group

21 that's putting together state

22 legislation?

23 COMMISSIONER DECKER: Yes. We

24 have met with Representative Manderino on

25 several occasions, and most recently she

1 3/23/10 - WHOLE - BILL 100117, etc.
2 did submit to us drafts of a set of
3 legislation, recommended revised
4 legislation, based on our prior meetings
5 with her office. And the enabling
6 legislation, actually there are several
7 of them, and one of -- they are as
8 follows: To require both a buyer and
9 seller of a property to sign the deed at
10 the time that the transaction is
11 committed and enacted. Right now it's
12 only the seller of the property that must
13 sign. This will give an audit trail,
14 traceability, to make sure that when
15 subsequent mortgages come in and
16 subsequent sales occur, we can match up
17 or law enforcement can match up the names
18 appropriately. That would be one idea.

19 Another idea is to revise the
20 notary public law, which would require
21 several things. First of all, any one of
22 us can claim that -- can come in and go
23 to a store and purchase notary equipment,
24 stamp and seal, without being a duly
25 authorized notary. So the thought is is

1 3/23/10 - WHOLE - BILL 100117, etc.
2 to kind of strengthen the notary public
3 laws by requiring or by making it a
4 criminal offense -- the penalties are, I
5 think, only in one case, they're very
6 light civil penalties -- to do a couple
7 of things. Number one, to impersonate a
8 duly commissioned notary, and the second
9 thing is for anyone who purchases
10 equipment without being a duly notarized
11 notary. Both of those would carry both a
12 criminal penalty as well as a civil
13 penalty, because we do notice that in
14 many cases, the notary is a fraudulator,
15 so to speak. They're the ones that have
16 colluded in the crime and they actually
17 are responsible for verifying the
18 identity of the person who is signing
19 over as the granting party to either the
20 rights or the property rights, and that
21 is a problem. That is not necessarily
22 the Records Department responsibility or
23 County Recorder's responsibility. It's
24 the responsibility of the notary, but in
25 many of these fraudulent cases, the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 notary is actually a criminal and is
3 participating in this as well. So to the
4 extent that you can strength the notary
5 public laws, that would do a great degree
6 in getting the message out that these
7 will not be treated lightly.

8 We also suggested in part of
9 the working group that the bonding
10 requirements for a notary would be
11 increased. Right now I think it's only
12 about \$3,000. What this would mean, that
13 when a notary is in collusion with the
14 crime, that the innocent victim could go
15 to the notary to get the money to proceed
16 with the return of property through a
17 quiet title action through the court of
18 law. This would help to recover some of
19 the expenses that are involved in doing
20 that.

21 I believe that there might have
22 been one or two other issues, but they're
23 really the driving areas of the legal
24 changes that would be required, and I can
25 get you a list.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILWOMAN SANCHEZ: It would
3 be important for you to submit it. I
4 know Councilman Greenlee has taken the
5 lead on this issue, but you mention that
6 this is impacting immigrant communities,
7 and obviously my district being -- again,
8 one of the areas where we're first is on
9 this fraudulent deed situation.

10 What are we doing around
11 language access? Because it is happening
12 to a lot of folks who English is their
13 second language in some cases. Do we
14 take deeds that are in Spanish, any of
15 our documentation in --

16 COMMISSIONER DECKER: We
17 haven't received any deeds that are in
18 Spanish, but we have received some other
19 documents like attesting to the identity
20 of a person for a consulate in another
21 country. But we haven't seen any deeds
22 in Spanish. The deeds that have been
23 submitted are in English.

24 We did -- to your point, I did
25 mention earlier community education is

1 3/23/10 - WHOLE - BILL 100117, etc.
2 extremely important. That has been the
3 most difficult challenge for us, to
4 connect with the right linkages to get to
5 the community groups. We have spoken
6 about this with Judge Rizzo, and she
7 suggested that we invite Ms. Santos, who
8 was invited to the Fraudulent Conveyance
9 Committee. We just had a meeting on
10 Friday at the Bar Association. But if we
11 can -- to the extent that we can -- we do
12 have tips for homeowners and buyers, and
13 they are --

14 COUNCILWOMAN SANCHEZ: Are
15 those in English and Spanish?

16 COMMISSIONER DECKER: We have
17 them in Spanish. We have some of our
18 brochures about document recording,
19 document recording requirements, also the
20 fraud that is perpetrated, the document
21 notice program. We have those in Spanish
22 language as well. And we also have much
23 of this posted on our website. I don't
24 know right now if the Spanish language is
25 posted on the website, but we do have the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 brochures. The brochures are distributed
3 and available in our public service
4 rooms. Whenever anyone wants to come to
5 research land records, we make sure that
6 they have a copy of that. But the tips
7 to homeowners and home buyers, all that
8 material is very helpful to get out to
9 the community groups.

10 COUNCILWOMAN SANCHEZ: It would
11 be important and, again, we have to work
12 with the DA, and I know in the past the
13 DA's Office did not have the resources or
14 did not want to dedicate the resources
15 that we needed to go after what we knew
16 were kind of the perpetrators. This has
17 been a market, and they target hospitals.
18 We've kind of known the pattern. We've
19 just been unwilling.

20 Do you see more prosecutions
21 happening now or more willingness on the
22 DA's Office to really kind of pursue?
23 Because the onus is on the victim.
24 You're the victim and then the onus is on
25 you to prove that someone stole your

1 3/23/10 - WHOLE - BILL 100117, etc.

2 property.

3 COMMISSIONER DECKER: Yes.

4 COUNCILWOMAN SANCHEZ: Do you

5 find there's a little bit more

6 cooperation there?

7 COMMISSIONER DECKER: Oh, yes.

8 Very definitely. I just testified in a

9 hearing and listened to the closing

10 arguments, was asked to be present at

11 those. And I will also be participating

12 in the sentencing for a rather large

13 fraud ring. I will be present there, and

14 I will be providing a victim impact

15 statement on behalf of the City at that

16 sentencing hearing. And there's some

17 other cases that are in the works as

18 well.

19 COUNCILWOMAN SANCHEZ: Okay.

20 We're going to obviously continue to work

21 on this issue. I'm very concerned,

22 because some of the numbers that I get

23 are several hundred a month in my

24 district, and they only come to my desk

25 when it's a problem, you know, when

1 3/23/10 - WHOLE - BILL 100117, etc.
2 obviously people are trying to recuperate
3 it. And we've worked with CLS and we try
4 to go through that whole circle of
5 helping folks.

6 One of the issues that I have a
7 great concern is that even once it's
8 proven that the person has stolen the
9 property, the person, the victim, still
10 has to get an attorney to file a civil
11 case, and I'm wondering if there's
12 anything in the middle there other than
13 this person now absorbing a legal expense
14 to go back and claim their property that
15 we could be doing.

16 COMMISSIONER DECKER: Well,
17 there are two other areas. There are a
18 number of non-profits. So we generally
19 provide an information sheet if it's
20 reported to us, if suspected fraud is
21 reported to us, and we do work, again,
22 through the Fraudulent Conveyance
23 Committee in the Philadelphia Bar
24 Association. We work with a number of
25 the non-profits, including Regional Legal

1 3/23/10 - WHOLE - BILL 100117, etc.
2 Housing Services, Senior Law Center and
3 Philadelphia Volunteers for the Indigent,
4 as well as Community Legal Services. So
5 they partner with us, and we usually
6 refer these cases first to any of those
7 four non-profits.

8 Beyond that, prior to -- Judge
9 Dembe has continued and her predecessors
10 actually implemented a pro se expedited
11 hearing. So there is an opportunity
12 every Thursday to go to the Court of
13 Common Pleas and make your case. So that
14 particular area -- that particular setup
15 has been -- those sessions have been
16 utilized. We do find that victims who
17 want to argue their case on their own
18 behalf do attend those hearings.

19 A lot of the problems with
20 that, though, is that these cases are
21 very complicated. It's not a simple
22 question of a transfer from one person to
23 another. The criminals continue to
24 become very smart. They figure out
25 work-arounds for -- every time a

1 3/23/10 - WHOLE - BILL 100117, etc.
2 protection is put into place, they figure
3 out a work-around. What they generally
4 have learned to do is to transfer the
5 property into a fictitious name and then
6 sell it out to an innocent victim, making
7 it almost impossible to trace them, and
8 that's part of the problem. So what
9 happens is, that innocent victim, many
10 cases, will invest in the property and do
11 renovations and then perhaps it's sold
12 out again. Sometimes the perpetrator of
13 the crime will do two sales, two
14 unknowing victims.

15 So when these cases appear in a
16 court and the judge is trying to make a
17 determination, it's really not a quite so
18 simple solution, where you have multiple
19 victims who are harmed, where some people
20 have invested in upgrades to the property
21 and another person has paid another,
22 whatever, several thousand dollars to
23 purchase the property as well.

24 So although there are measures
25 in place to accommodate people who do not

1 3/23/10 - WHOLE - BILL 100117, etc.
2 have the resources to argue for
3 themselves, the cases can become very
4 complicated. There are a lot of notice
5 requirements, advertisement requirements
6 that are set by law that need to be
7 implemented. And many times these cases
8 require very complex legal title
9 searches, and that is what adds to the
10 expense of the return of the property.

11 So, yes, there are some other
12 mechanisms that are in place for these
13 innocent victims to utilize, but, again,
14 these cases can be extremely complicated
15 and it's always not so easy.

16 The legal community is very
17 interested in this, and they do work as
18 much as they can. I mentioned these
19 non-profits, who really do a wonderful
20 job, and we assist them with that as
21 well. We conduct a lot of the research
22 on their behalf. We waive the recording
23 fee. We notarize at no cost and sign the
24 deed over to the rightful owner, but it
25 is a very vexing and complicated issue.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILWOMAN SANCHEZ: I'm just
3 concerned that ultimately our inability
4 to flag some of these cases leads to all
5 this legal unraveling, and I just feel
6 Bill's frustration, that we need to be
7 more preventive. So maybe we want to
8 look at particular areas where there is a
9 pattern and you have these transfers that
10 are coming in way below market, because
11 many of the cases we've seen, the family
12 relationship, they're not really related,
13 but obviously to skirt real estate
14 transfer tax, you see that. And I don't
15 know who is keeping the data where this
16 is happening, and so if we can identify
17 certain communities, because we know.
18 Who is tracking how many of these cases
19 are out there? Do we have like one
20 central?

21 COMMISSIONER DECKER: We do
22 have an internal tracking system where
23 the reports of fraud, of suspected fraud,
24 that do come to the Records Department we
25 do keep track of. However, at the time

1 3/23/10 - WHOLE - BILL 100117, etc.
2 that they are reported to us, we do not
3 know whether it is founded. So although
4 we do have that material available, until
5 it is prosecuted and examined and
6 confirmed that it is fraud, we don't know
7 that all of those cases are in fact
8 fraudulent cases.

9 COUNCILWOMAN SANCHEZ: Can you
10 at least share that data for us? Again,
11 I'm the leader in the City as it relates
12 to this, and I'm very concerned. So I'd
13 like to look at the patterns, because
14 maybe the conversation -- again,
15 notwithstanding people's civil liberties,
16 I'm very concerned about what other steps
17 we need to put in play to limit,
18 especially when we have family transfers
19 or way-below-market transfers, which is
20 what you see, because many of these
21 properties also end up being tax
22 delinquent, they end up with other stuff
23 in the pot.

24 Do we require -- you don't have
25 a way of ensuring that taxes are paid, no

1 3/23/10 - WHOLE - BILL 100117, etc.
2 cross filing with any other departments?

3 COMMISSIONER DECKER: No, we
4 don't. No, we don't. With these -- and,
5 again, with many of these cases, one of
6 the big issues -- and we were talking
7 about how this happens and the need for
8 community education -- most of these
9 incidents of fraudulent transfers occur
10 without title insurance. If title
11 insurance had been purchased, many of the
12 searching for outstanding liens, whether
13 it be outstanding real estate taxes,
14 outstanding utility bills like gas,
15 electric, other kinds of liens and
16 judgments that may be filed in the
17 Prothonotary's Office, when title
18 insurance is purchased at the time of a
19 property transfer, all of that
20 examination, as well as any restrictions
21 that occur on the property, all of that
22 is examined. The problem with many of
23 these is that title insurance is not
24 procured.

25 COUNCILWOMAN SANCHEZ: I know,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 but in lieu of -- title insurance is
3 expensive, and so when someone thinks
4 they're getting a good deal -- and I
5 always tell them if it sounds too good,
6 it is too good, and they don't listen.
7 In lieu of that, we need to figure out
8 how we develop the infrastructure to at
9 least be able to check for delinquent
10 taxes and delinquent water, and that
11 becomes a flag, because we found -- and,
12 again, that's why it's important for you
13 to share this data -- that many of these
14 transfers, particularly the ones that are
15 family related, have many delinquencies.

16 So maybe that's another step,
17 Councilman, that we could pursue around,
18 no different than we're doing now with
19 zoning as it relates to folks getting
20 permits. We may want to say unless
21 there's a signed agreement and they can
22 prove there's a signed agreement for real
23 estate and water, we're not going to let
24 these transfers happen.

25 So that's up for discussion.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Again, we're trying to find a solution
3 with you, but I just think as government,
4 it is not acceptable that our only
5 recourse is to say we can't do anything.
6 And when we're talking about hundreds a
7 month, Lord knows what the pipeline is of
8 some of these properties. I'm sitting on
9 a couple hundred of them in my office
10 now, extremely frustrated because we
11 don't have options, and then we're
12 walking through the legal process with
13 people when I think there could be more
14 that we can do up in the front.

15 So I'd be happy to co-sponsor
16 that with you, Councilman.

17 Thank you.

18 COUNCIL PRESIDENT VERNA: The
19 Chair recognizes --

20 COUNCILWOMAN SANCHEZ: I'm
21 going to seed to Councilman Green, who
22 never seeds to anybody else.

23 COUNCIL PRESIDENT VERNA: And I
24 understand he's going to be very brief.

25 COUNCILMAN GREEN: I actually

1 3/23/10 - WHOLE - BILL 100117, etc.

2 do have questions for Ms. Decker, but I
3 am going to hold them while we bring
4 Mr. Frank up so we can let him go. He's
5 still waiting in the audience.

6 COUNCIL PRESIDENT VERNA: Well,
7 I don't think it's fair to Commissioner
8 Decker either.

9 COUNCILMAN GREEN: Well, my
10 questions for Commissioner Decker will
11 take 25 minutes and Mr. Frank has already
12 been waiting about that amount of time.

13 COUNCIL PRESIDENT VERNA: And
14 how long will it take for Mr. Frank?

15 COUNCILMAN GREEN: Probably 15
16 or 20 minutes.

17 COUNCIL PRESIDENT VERNA:
18 Commissioner, do you mind?

19 COMMISSIONER DECKER: No.
20 That's fine.

21 COUNCIL PRESIDENT VERNA: Just
22 a moment, please.

23 I know that Councilman Greenlee
24 had his light on, so --

25 COUNCILMAN GREENLEE: I never

1 3/23/10 - WHOLE - BILL 100117, etc.
2 ask questions that last 25 minutes. I
3 just had one follow-up, one comment on
4 what -- a number of comments, but just
5 one for the record what Councilwoman
6 Sanchez was saying. I certainly agree
7 with everything, but the DA, I'd like to
8 verify. This District Attorney, in all
9 fairness, seems to be much more
10 proactive. I think the former District
11 Attorney kind of wanted to see that there
12 were a lot of cases before she proceeded.
13 This DA seems to want to take it like
14 right from the beginning and fight every
15 one, and I think that's good certainly.

16 I just had one follow-up
17 question, Commissioner. The issue of not
18 providing or not considering some of that
19 documentation public record, like I gave
20 this particular case, is it a difference
21 whether it's a criminal matter or a civil
22 matter? Because in a civil matter, why
23 would that be considered not public
24 record?

25 COMMISSIONER DECKER: Well, the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 documentation that we look at from the
3 City Council legislation, that's all
4 incorporated and made part of public
5 record.

6 COUNCILMAN GREENLEE: Say it
7 again. I'm sorry.

8 COMMISSIONER DECKER: So all
9 the documentation that is listed in the
10 City Council legislation, we call it the
11 deed match legislation, all of that is
12 incorporated and becomes part of the
13 public record.

14 COUNCILMAN GREENLEE: It is
15 part of the public record?

16 COMMISSIONER DECKER: Yes, it
17 is. We do not include photographs of
18 people at the front counter who walk in
19 the deed. Your prior question was about
20 photographs. That is not part of the
21 public record.

22 COUNCILMAN GREENLEE: So the
23 photograph is not, but the rest is?

24 COMMISSIONER DECKER: But
25 everything else, all the documentation,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the articles of corporation, testamentary
3 letters, the wills, the trust, powers of
4 attorney, and we even -- the staff even
5 takes a copy of the envelope, the
6 certified U.S. postal envelope, and
7 includes that as part of the document
8 recording.

9 COUNCILMAN GREENLEE: So some
10 of the people who are trying to do this
11 themselves, as was pointed out, there is
12 some help for the lower-income people,
13 but that the people who are above that
14 means, they often in some ways are in
15 tougher shape, because a lot of
16 organizations now just can't handle it,
17 because, as you say, some of it is very
18 complicated. So they could get that
19 information? Short of the photograph,
20 they could get that information?

21 COMMISSIONER DECKER: Yes. We
22 would make -- the case that you cited, we
23 didn't release the photograph publicly
24 because we don't consider them public
25 record, but in that case, because it is

1 3/23/10 - WHOLE - BILL 100117, etc.

2 under investigation, we are under --

3 COUNCILMAN GREENLEE: I

4 understand.

5 COMMISSIONER DECKER: -- a

6 ruling not to release anything.

7 COUNCILMAN GREENLEE: I

8 understand.

9 COMMISSIONER DECKER: However,

10 if we knew that an individual was

11 entering into a pro se argument in front

12 of the Court, we certainly would release

13 it in that case. We would want to make

14 sure that we understood they were going

15 to the Court on that day. It would only

16 compound our issue, the issue of fraud,

17 if we were to proliferate these

18 photographs widely. So we want to be a

19 little bit cautious about who we release

20 them.

21 COUNCILMAN GREENLEE: That

22 makes sense. One last thing, if a

23 person -- I won't use his name because

24 you said it's under investigation, but

25 somebody like that person is -- obviously

1 3/23/10 - WHOLE - BILL 100117, etc.
2 has been involved in a lot of
3 questionable fraudulent transactions, is
4 there a flag put on somewhere in your
5 department where if such Joe Blow comes
6 down here, be extra careful or don't take
7 his stuff until we check farther, that
8 kind of thing? Because there's obviously
9 some people who have made this a living.
10 This is their way of having --

11 COMMISSIONER DECKER: Well, we
12 have a great staff at the customer
13 service desk, and you probably know both
14 of them, Cindy and Ed.

15 COUNCILMAN GREENLEE: Sure.

16 COMMISSIONER DECKER: And they
17 are very attuned to who are repeat
18 customers that could be suspected
19 fraudulators, and whenever we think that
20 someone is coming in who has been there
21 and suspected of fraud, we do contact the
22 District Attorney's Office.

23 COUNCILMAN GREENLEE: Thank
24 you. Thank you very much.

25 Thank you, Madam President.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCIL PRESIDENT VERNA:

3 You're welcome.

4 Commissioner, if you don't mind
5 waiting.

6 COMMISSIONER DECKER: That's
7 fine. Thank you.

8 COUNCIL PRESIDENT VERNA: Thank
9 you.

10 Mr. Frank.

11 (Witness approached witness
12 table.)

13 COUNCIL PRESIDENT VERNA: The
14 Chair recognizes Councilman Green.

15 COUNCILMAN GREEN: Thank you,
16 Madam Chair.

17 Thank you for your patience,
18 Mr. Frank. I'm sorry. I think I missed
19 your testimony by two minutes running
20 from another meeting. So I appreciate
21 you hanging around.

22 In every department that
23 testified, I've -- and I let the Budget
24 Office know I'd be doing this for each
25 department. I have asked people to talk

1 3/23/10 - WHOLE - BILL 100117, etc.
2 about positions that have been unfilled
3 for a significant amount of time, newly
4 created positions, what the job duties
5 and functions of those positions are and
6 who has been performing those functions
7 in the time that while -- if it's newly
8 created, obviously nobody was, why we
9 need an additional position. If it's
10 been vacant for a long time, how has that
11 work been getting done.

12 So if we go to the schedule of
13 positions in the budget, Schedule 100,
14 list of positions, and this is under
15 General Management and Support, you had a
16 Deputy CIO position that was unfilled
17 that has the salary of \$175,000. Can you
18 tell me what the job duties and functions
19 of that are and -- I think I know the
20 answer to this question, but is that
21 position still unfilled?

22 MR. FRANK: No. That is the
23 position filled by the First Deputy CIO
24 Tommy Jones.

25 COUNCILMAN GREEN: I'm confused

1 3/23/10 - WHOLE - BILL 100117, etc.
2 about that, because there was no
3 authorization or no position such as that
4 in last year's budget. Is that
5 incorrect?

6 MR. FRANK: That's correct.
7 There was no such position.

8 COUNCILMAN GREEN: So are you
9 spending more in Class 100 than was
10 authorized in 2010?

11 MR. FRANK: Not to my
12 knowledge, no, sir.

13 COUNCILMAN GREEN: Okay. So
14 how did you -- because that \$175,000
15 wasn't in last year's budget, I'm
16 wondering, did you lose people through
17 attrition and that created Class 100
18 funds?

19 MR. FRANK: Do you want me to
20 answer the question, sir? Basically, as
21 you know, I'm transforming IT and I have
22 to make a number of judgments in terms of
23 bringing in specific positions. In order
24 to make sure my budget stays balanced,
25 first of all, what I've done is, I don't

1 3/23/10 - WHOLE - BILL 100117, etc.
2 look at any historical, what you would
3 call, vacant positions. As far as I'm
4 concerned, what I do is identify what are
5 specifically the roles that I need today.
6 Then what we've done is, we've either
7 eliminated vacant positions that I don't
8 need or -- I can't speak to this one
9 specific position, but if I've created
10 savings in the past, we might have even
11 done a transfer ordinance between Class
12 200 and 100, but in no way am I going
13 over the total budgeted Class 100 number.
14 But there's no question we are making a
15 number of very strategic important hires.

16 COUNCILMAN GREEN: So what are
17 the job duties of the CIO, the Deputy
18 CIO?

19 MR. FRANK: Well, very
20 specifically -- you're talking about
21 Tommy Jones or any Deputy CIO's?

22 COUNCILMAN GREEN: I'm talking
23 about the new Deputy CIO that has a
24 salary of \$175,000.

25 MR. FRANK: He's my first

1 3/23/10 - WHOLE - BILL 100117, etc.
2 deputy, so he's next in line in terms of
3 he has overall responsibility should I
4 not be there to run the operation. On a
5 day-to-day basis, he's got overall
6 responsibility for all application and
7 data, as well as all of the departmental
8 services.

9 COUNCILMAN GREEN: So what's
10 that mean?

11 MR. FRANK: I don't know what
12 that means. I don't understand the
13 question.

14 COUNCILMAN GREEN: General on a
15 day-to-day basis he has responsibility
16 for, what did you say, general -- what is
17 that --

18 MR. FRANK: He runs the
19 Applications and Data --

20 COUNCILMAN GREEN: So when you
21 say he "runs the Applications and
22 Data" -- I'm not trying to be difficult.
23 I'm just trying to understand what
24 happens on a daily basis.

25 MR. FRANK: What happens on a

1 3/23/10 - WHOLE - BILL 100117, etc.

2 daily basis, sir?

3 COUNCILMAN GREEN: When you say
4 he runs the Applications, he's not in
5 there writing code?

6 MR. FRANK: The people --

7 COUNCILMAN GREEN: Who reports
8 to him?

9 MR. FRANK: The direct reports
10 would be the people that are responsible
11 for all the applications systems in the
12 City. And so that would be a number of
13 people. He also would have
14 responsibility for the services we're
15 providing to our departments moving
16 forward.

17 But in terms of day-to-day
18 work, he's a manager. He leads people.
19 I mean, I really don't understand that
20 question.

21 COUNCILMAN GREEN: So he's
22 going to be in charge of the new
23 Departmental Services Division?

24 MR. FRANK: Yes, sir.

25 COUNCILMAN GREEN: Okay. And

1 3/23/10 - WHOLE - BILL 100117, etc.
2 everybody in that division will report to
3 him?

4 MR. FRANK: Ultimately.

5 COUNCILMAN GREEN: Ultimately,
6 okay. And with respect to Applications,
7 is that a separate department or is that
8 just a group of people? How would you
9 classify that?

10 MR. FRANK: The Division of
11 Technology is organized into major units.
12 One is call Department Services, which is
13 where we are going to be and are
14 consolidating all the departments. We
15 have another group called Applications
16 and Data, and that is the groups that
17 maintain and run and develop all the
18 software and databases, and he has the
19 responsibility for all those people.
20 There is another unit within Division of
21 Technology called Infrastructure.
22 There's another unit called Operations.
23 There's another unit called Business
24 Information Services.
25 So, again, I'm trying to be

1 3/23/10 - WHOLE - BILL 100117, etc.
2 respectful. I don't really understand
3 the question, other than the fact that
4 it's a very large organization and he's
5 got responsibility over a chunk of it.

6 COUNCILMAN GREEN: Well, I'm
7 trying to define his responsibilities as
8 compared to other Deputy CIOs.

9 MR. FRANK: So very
10 specifically, the unit called
11 Applications and Data, which is the
12 software and database side, as well as I
13 call it Department Services, and he is my
14 number two.

15 COUNCILMAN GREEN: So with
16 respect to the Executive Assistant
17 position for \$50,000, it was unfilled as
18 of the latest increment run that I have.
19 Who is that person supposed to serve and
20 who was performing those functions prior
21 to it being unfilled?

22 MR. FRANK: My Executive
23 Assistant, sir.

24 COUNCILMAN GREEN: That's your
25 Executive Assistant?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. FRANK: Yes.

3 COUNCILMAN GREEN: Have you
4 hired that person?

5 MR. FRANK: Yes.

6 COUNCILMAN GREEN: In addition
7 to hiring a Chief of Staff?

8 MR. FRANK: The Chief of Staff
9 was transferred in from another
10 department.

11 COUNCILMAN GREEN: I
12 understand, but you've got --

13 MR. FRANK: Yes.

14 COUNCILMAN GREEN: So reporting
15 to you now, you have a Chief of Staff to
16 handle things and an Executive Assistant?

17 MR. FRANK: Yeah. An Executive
18 Assistant is secretary and scheduler,
19 sir.

20 COUNCILMAN GREEN: Okay. With
21 respect to under Business and Improvement
22 Services, you had two unfilled positions
23 at 85,000 a year, Senior Business
24 Analysts. Are those positions still
25 unfilled?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. FRANK: My understanding is
3 they are still unfilled.

4 COUNCILMAN GREEN: Okay. The
5 Senior Program Manager was a newly
6 created position of \$105,000?

7 MR. FRANK: Mm-hmm. These are
8 unfilled.

9 COUNCILMAN GREEN: Unfilled,
10 okay. Security Analyst, \$80,000 to
11 \$90,000.

12 MR. FRANK: These are all
13 unfilled, sir.

14 COUNCILMAN GREEN: Unfilled,
15 okay. Senior Business Analyst,
16 \$85,000 --

17 MR. FRANK: Unfilled, sir.

18 COUNCILMAN GREEN: -- under
19 Facilities and Infrastructure.

20 Enabling Technology Services,
21 Systems Development, Senior Application
22 Architect, \$110,000 a year, two
23 positions.

24 MR. FRANK: These positions are
25 in the process of recruiting, sir.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN GREEN: So they're
3 unfilled. And Senior Application
4 Developer, two positions also unfilled?

5 MR. FRANK: Yeah. We're in the
6 process of recruiting, sir.

7 COUNCILMAN GREEN: I will point
8 out that we have not authorized this
9 funding yet.

10 Systems Development, three
11 unfilled positions. There's no salary on
12 Page -- it's under the Information
13 Management System. There's three newly
14 created positions with the title Systems
15 Development. There's no salary for that
16 category in the Salary Range in Dollars
17 field.

18 MR. FRANK: Okay. I'll have to
19 follow up, sir.

20 COUNCILMAN GREEN: There are
21 seven people. It looks like a total of
22 565. So roughly 80 grand, salaries.

23 MR. FRANK: Okay.

24 COUNCILMAN GREEN: So they are
25 still unfilled?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. FRANK: Yes, sir.

3 COUNCILMAN GREEN: Can you tell
4 me what those three systems development
5 people are going to do and how that job
6 is getting done now?

7 MR. FRANK: Well, in general,
8 we need systems development people in
9 order to develop web-based applications,
10 whether it be a part of phila.gov or
11 implementing online functions for any of
12 our departments. It's just a basic skill
13 that you need in order to provide that
14 application support.

15 COUNCILMAN GREEN: And we need
16 full-time people instead of outsourcing
17 that?

18 MR. FRANK: A combination of
19 contractors and in-house. I don't think
20 it's a hundred percent one or the other.

21 COUNCILMAN GREEN: I have the
22 same question with respect to the Senior
23 Application Architects. What will those
24 people do?

25 MR. FRANK: Application

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Architects are actually, in the
3 vernacular, are, in a way, much more
4 senior developers that understand broader
5 software design concepts. Developers
6 tend to just focus on what they're being
7 asked to write. So it's really a level
8 of proficiency.

9 And to your point about using
10 outsiders or insiders, I think the
11 majority of our work will be done with
12 contractors, but you need to have a core
13 group of people from inside the City that
14 effectively intellectually own how all
15 the pieces fit together, so that you can
16 coordinate and manage the development
17 efforts. So, in effect, these architects
18 and this small group are really our
19 seedbed of a small group of very senior
20 professionals that will be augmented by
21 contractors, and, unfortunately, we don't
22 have that level of profession proficiency
23 that we need, sir.

24 COUNCILMAN GREEN: Right.

25 There is a lot of people coming into your

1 3/23/10 - WHOLE - BILL 100117, etc.
2 department, though, and I'm just
3 wondering has there been an assessment of
4 whether or not all of the people who are
5 being transferred from the various
6 departments are actually required in your
7 department?

8 MR. FRANK: We have an
9 understanding right -- I can't say that I
10 have a full knowledge of the skills and
11 capabilities of every individual coming
12 in. What we do have currently is
13 obviously through the City's
14 classification scheme, I have a pretty
15 good understanding of the broad
16 categories of skills that we have, and
17 we've developed a competency survey so
18 that we can understand that better. But
19 as it relates to things like some of the
20 application skills and data skills that
21 I'm speaking of, interacting with our
22 other IT Directors and so forth, we
23 strongly believe we need these skills.

24 COUNCILMAN GREEN: I
25 understand. It doesn't look like you're

1 3/23/10 - WHOLE - BILL 100117, etc.
2 giving anything up through attrition or
3 through other efficiencies with respect
4 to, say, people who have expertise in
5 Fortran or something that we might not
6 need anymore.

7 MR. FRANK: Well, what I'm
8 doing -- well, it's an interesting point,
9 because what I am doing, though, is over
10 the next several years, there is a
11 significant number of people that are
12 getting close to retirement or retirement
13 age, so what I am looking at is the
14 timing of that. And so as an example, if
15 at some point we replace our, let's just
16 say, our main frame system with a new
17 system five years out, we do have a very
18 natural attrition built into our plans.

19 COUNCILMAN GREEN: Under
20 Administration -- this is a low dollar,
21 but believe me, I asked the Youth
22 Commission about \$11,000 yesterday.

23 Under Administration, General
24 Management and Support, there's TBD,
25 \$27,000.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 (Witness approached witness
3 table.)

4 COUNCILMAN GREEN: No title for
5 the --

6 MR. FRANK: I'm not sure I have
7 the exact piece of paper you have in
8 front of you, so I'm just trying to
9 reconcile that question, sir.

10 COUNCILMAN GREEN: Okay. I
11 mean, there's a Telecommunication
12 Services Representative going from one
13 position to three positions. What do
14 those people do?

15 MR. AGOSTINI: Can you tell us
16 what page you're on in the detail,
17 Councilmember?

18 COUNCILMAN GREEN: I don't
19 think there is a page number in the
20 detail, is there?

21 MR. AGOSTINI: Councilmember,
22 could you repeat that, please?

23 COUNCILMAN GREEN: It's
24 Communications section, General, under
25 the Division of Technology.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. AGOSTINI: The
3 communication system maintenance piece?

4 COUNCILMAN GREEN: I don't
5 know. I'll show you.

6 So the question is what those
7 people will do and who has been
8 performing the functions until now.

9 (Witness approached witness
10 table.)

11 MR. THOMPSON: Hi. I'm Tommy
12 Jones, First Deputy Chief Information
13 Officer.

14 Currently -- you asked the
15 question what do those people do.
16 They're going to be part of the staff
17 that maintains that telecommunication
18 system, install phones, make moves.
19 Currently, we have about a 30-day
20 turnaround, because we only have three
21 people doing the 70,000 phones, and we're
22 trying to increase that capacity.

23 COUNCILMAN GREEN: Are we not
24 moving to voiceover internet?

25 MR. FRANK: Some day.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COUNCILMAN GREEN: Well, this
3 is a debate for another time, but I don't
4 think we ought to be hiring people for an
5 antiquated system that's not going to
6 exist in a year. You may say two years,
7 but okay.

8 So Communications, General,
9 professional services, paid, NAC,
10 980,000, NAC operating costs. What is
11 that?

12 MR. FRANK: Where are you, sir?

13 COUNCILWOMAN SANCHEZ: Section
14 21, Page 46.

15 MR. FRANK: The paid NAC
16 operating costs are currently the run
17 rate for the operating costs of that
18 wireless network --

19 COUNCILMAN GREEN: Okay.

20 MR. FRANK: -- that we're in
21 the process of acquiring.

22 COUNCILMAN GREEN: I apologize
23 for looking for -- departmental services.
24 Obviously the run we have, which is
25 page -- there is no description, but as

1 3/23/10 - WHOLE - BILL 100117, etc.
2 you know, in 2007 I wrote a paper
3 requesting that we consolidate everybody
4 into the CTO's -- create a CTO,
5 consolidate everybody into the CTO's
6 office. I was pleased to see the Mayor
7 do an Executive Order on that. Part of
8 the purpose of that was to gain
9 efficiencies through the elimination of
10 redundancies that exist in the various
11 departments, and it looks to me like
12 everybody is essentially moving from the
13 department into your department at this
14 point without a thorough review of where
15 there are potential efficiencies through
16 similar skill-sets that come from
17 different departments.

18 MR. AGOSTINI: Councilman, we
19 made a decision to move everybody in
20 rather than take the time to do the
21 assessments as you're suggesting, because
22 we thought the assessment process would
23 simply slow up our ability to move
24 everybody, get the consolidation done.
25 So we decided to do the consolidation,

1 3/23/10 - WHOLE - BILL 100117, etc.
2 with the expectation that Allan will
3 complete, because he's already done a
4 rather extensive review of the positions,
5 he'll complete that assessment once he
6 gets a sense, as he said earlier in his
7 testimony, what the skill-sets are for
8 people, what their individual skill
9 levels, how they can contribute to the
10 organization, and that's going to take
11 some time as he gets everybody into the
12 organization.

13 MR. FRANK: Now, with that
14 said, Councilman, we painstakingly went
15 through each person, each position with
16 the department person by person,
17 including to identify, in conversation
18 with the department head and others, what
19 was the person's role, what their IT
20 class was, what percentage of time they
21 were doing IT work. So the number that's
22 coming over is a result of that very
23 direct discussion on a person-by-person
24 basis.

25 What I've also agreed to with

1 3/23/10 - WHOLE - BILL 100117, etc.
2 the departments, again, under the proviso
3 of doing no harm, is that as they come in
4 to service a department, I was not going
5 to do anything that would disrupt that
6 department's IT operation given the fact
7 that on one day, they're working for one
8 person, on the next day they're working
9 for another.

10 So actually this is, in my
11 view, absolutely the right way of doing
12 this. So that when we again get in, we
13 have a much better idea of -- we know
14 what they're already doing. Now what
15 we're going to be able to see is the
16 opportunity for people to grow into new
17 roles, those that might want to have the
18 significant training in new areas and so
19 forth, including identifying redundancies
20 and so forth.

21 COUNCILMAN GREEN: Right. I
22 mean, there may even be redundancies,
23 say, between the Information Technology
24 Division and the Departmental Services
25 Division --

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. FRANK: Absolutely, sir.

3 COUNCILMAN GREEN: -- for
4 example, not just within each category,
5 where people can fulfill roles that are
6 applicable to both.

7 MR. FRANK: Absolutely, and
8 I've done an analysis by broad job
9 category, so I know how many people
10 across the board we have that are doing
11 technology work versus software versus
12 other categories.

13 COUNCILMAN GREEN: But we are
14 in agreement that ultimately the purpose
15 of this consolidation is the creation of
16 efficiencies?

17 MR. FRANK: Absolutely, sir.

18 COUNCILMAN GREEN: Even if
19 that's through attrition.

20 MR. FRANK: Absolutely, sir.

21 COUNCILMAN GREEN: Okay. And
22 when you say you talked to department
23 heads, how many people were listed in the
24 departments' IT budget in total, or how
25 many people were they allocating towards

1 3/23/10 - WHOLE - BILL 100117, etc.

2 IT and then how many people did you
3 ultimately assume?

4 MR. FRANK: Roughly, sir, when
5 we did the initial inventory, there were,
6 give or take, about 750. That includes
7 independently elected offices. By the
8 time we were done going through the
9 detail and really identifying what the
10 people were doing, roughly 100, 105
11 didn't come over in the consolidation,
12 because they were in fact doing not a
13 high level of IT work, and so they
14 remained in the departments. And so that
15 brings us down to roughly 525 in total,
16 including independently electeds.
17 There's 57 IT people in independently
18 elected, so we're down to like 470 or
19 whatever.

20 COUNCILMAN GREEN: Actually,
21 that's the level I want to stay at for a
22 second. So there were 105 people who
23 were in departmental budgets ostensibly
24 as IT-related people, at least with
25 respect to the way the department was

1 3/23/10 - WHOLE - BILL 100117, etc.
2 submitting things up to the
3 Administration in past years, and those
4 105 people, are they still in those
5 departments, just not as an IT function
6 anymore?

7 MR. FRANK: That would be my
8 understanding, sir, that they are doing
9 work for the departments, they are fully
10 employed and doing that work. They
11 just -- let's just call it either a
12 misclassification, that sort of thing.

13 COUNCILMAN GREEN: Okay.

14 MR. FRANK: But we're not
15 talking about people sitting on their
16 hands.

17 COUNCILMAN GREEN: Well, I
18 mean, I can't judge that at the moment.
19 But that would be great. So if you could
20 provide the Chair with a list of the job
21 duties of -- not you, but the Budget
22 Office -- a list of the job duties of
23 those 105 people and what they're doing
24 in the departments, I'd be curious to
25 take a look at that.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. AGOSTINI: We have the
3 classifications. We don't have all the
4 job descriptions or job duties. As it
5 turns out, as Mr. Frank was saying, many
6 of the duties that would have been
7 expected based on the title turned out to
8 be something in some cases entirely
9 different than the job title.

10 COUNCILMAN GREEN: Well, it
11 just seems to me that that may be a very
12 fruitful area to find efficiency since
13 they --

14 MR. AGOSTINI: Based on the
15 discussions, robust discussions, that
16 I've had with departments, I would agree
17 with you.

18 COUNCILMAN GREEN: Well, let me
19 know if I can assist you in shaking
20 loose --

21 MR. AGOSTINI: You're always
22 welcome to come to my budget meetings.

23 COUNCILMAN GREEN: Shaking the
24 tree.

25 Okay. So with respect to the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 consolidation, the testimony states that
3 the seven mainly grant-funded operations
4 will keep their 102 employees and the
5 elected will keep their own 57 employees.
6 I'm sorry. Go ahead.

7 MR. FRANK: Those departments
8 that we spoke of that will be under an
9 MOU, physically the people will have
10 their home in that department, but I will
11 have full management responsibility to
12 direct them in every way, shape or form.
13 It just was a facilitating -- just a
14 transition in the accounting. For all
15 intents and purposes, they work for me
16 through that Memo of Understanding.

17 COUNCILMAN GREEN: I
18 understand. And so basically they had to
19 be grant-funded, they couldn't be in your
20 department. Is that essentially correct?

21 MR. AGOSTINI: That's --

22 MR. FRANK: They were
23 completely dedicated, yes.

24 MR. AGOSTINI: That's exactly
25 right. In fact, we went through an

1 3/23/10 - WHOLE - BILL 100117, etc.
2 exercise of trying to move them into the
3 department and realized that we were
4 conceivably putting some of the grant
5 funds in jeopardy.

6 COUNCILMAN GREEN: Okay.

7 MR. FRANK: But I will be
8 driving the same efficiencies with those
9 departments as I would with anybody else,
10 and that is the understanding of those
11 departments. It's only the independent
12 electeds that I'm really not addressing.

13 COUNCILMAN GREEN: My final
14 question is, during your testimony in not
15 last year's budget season, but I think
16 you came in in the fall, November,
17 December, sort of gave a presentation to
18 Council about the stuff you were working
19 on, and in there you had a suggestion
20 that there were basically, you thought
21 through the effort of consolidation, the
22 opportunity to eliminate about \$40
23 million in Class 200 services contracts.
24 Where does that stand?

25 MR. FRANK: Well, when I

1 3/23/10 - WHOLE - BILL 100117, etc.
2 presented that year, the total amount, if
3 I can recall, in Class 200 in the budget
4 at that time was actually a total of 44
5 million, and so I did say --

6 COUNCILMAN GREEN: Maybe you
7 could reduce it to 20 million. I mean, I
8 have the --

9 MR. FRANK: Yeah, but what I
10 said is, I saw a significant opportunity
11 by driving that Class 200 down. And, in
12 fact, it started that process last year,
13 and in many ways that's how I'm funding
14 some -- have been funding some
15 investment, by driving the Class 200 down
16 and then working to reallocate those
17 dollars. And that's the process I'm
18 talking about, revising our IT sourcing
19 so that we can drive the pricing down,
20 reduce both the reliance on -- we had
21 over 97 different vendors, and I think
22 that the rates were all over the place,
23 so what we want to do is drive those
24 rates down and create a consolidated
25 vendor strategy. And then the second

1 3/23/10 - WHOLE - BILL 100117, etc.
2 piece was, which was just going into
3 effect at that time, is, I had gating
4 authority, which means regardless of
5 department, no contract, no dollar could
6 be spent in IT without my approval. So
7 what occurred, in my view, I mean, some
8 of it naturally went away. We had a
9 reduction in video surveillance, but, for
10 instance, going into 2010, if I can
11 recall, the Class 200, my equivalent
12 number went from what I thought was 44
13 was now down to like 36, and I just see
14 continuing to push those numbers.

15 COUNCILMAN GREEN: So what do
16 you expect to spend through the end of
17 this year in Class 200?

18 MR. FRANK: On a consolidated
19 basis, not including the independently
20 electeds, there's roughly a rough number
21 of roughly close to 70 million, 69.9
22 million of Class 200 when you add up kind
23 of on a pro forma basis all of the Class
24 200 across.

25 COUNCILMAN GREEN: So that's

1 3/23/10 - WHOLE - BILL 100117, etc.

2 FY10 you'll spend 69 million?

3 MR. FRANK: This is '11, going
4 into '11. When I'm talking about what's
5 both coming into DOT through a
6 consolidation, as well as the amount of
7 Class 200 that's currently sitting in
8 those departments that will be MOU'd,
9 represents a total of roughly \$69 million
10 of total Class 200 dollars.

11 COUNCILMAN GREEN: How does
12 that compare to 2010?

13 MR. FRANK: 2010 -- let's see
14 if I can do an apples to apples. It
15 would be pretty hard for me to do an
16 apples to apples. I wouldn't want to
17 give you that number, but it's
18 significantly higher. I'd really --

19 COUNCILMAN GREEN: If you could
20 provide it to the Chair and also the
21 detail of where that Class 200
22 expenditure is going to take place for
23 the Department. There is 25 million in
24 capital money that we're considering
25 allocating for the next fiscal year and I

1 3/23/10 - WHOLE - BILL 100117, etc.
2 just am wondering if the Class 200 budget
3 in the Capital Budget are synched in the
4 sense of a lot of the Capital Budget is
5 services, is it not, implementation
6 costs?

7 MR. FRANK: Yeah. The Capital
8 Budget relates, let's just call it, these
9 new strategic initiatives, but let me
10 tell you and maybe to help you a little
11 bit. I don't know if you're familiar
12 with the term "zero-based budgeting," but
13 what I started last summer in preparation
14 for the consolidation was starting with
15 2010, we sat down with each department,
16 including their fiscal officer, and went
17 through line by line every IT dollar,
18 every IT class, what was the Class 200
19 number, what was the contract, what was
20 the dollar. So I had this baseline of
21 effectively building up what every
22 department was spending on at that time
23 in the IT space.

24 So I think we have a pretty
25 good understanding, and I can tell you

1 3/23/10 - WHOLE - BILL 100117, etc.
2 right now that I don't see the overlap,
3 but be happy to show you between that and
4 this.

5 COUNCILMAN GREEN: Please
6 provide us any writings that describe
7 that.

8 MR. FRANK: No problem.

9 COUNCILMAN GREEN: And then
10 also what about efficiencies within that
11 69 million?

12 MR. FRANK: What I'm hoping to
13 do, because I'm counting on the ability
14 with the consolidation to be able to
15 drive the Class 200 number down from what
16 it is. Even if we were not changing a
17 single activity, I believe we can do this
18 cheaper. And then when you combine the
19 fact that I believe that in some cases --
20 this gets back to our manpower -- we're
21 letting out contracts for certain
22 technology where we have plenty of people
23 inside but in other departments that
24 could do that work.

25 COUNCILMAN GREEN: Sure.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 MR. FRANK: So I do believe
3 and, again --

4 COUNCILMAN GREEN: So maybe
5 some of those system architects and
6 analysts can reduce the Class 200
7 expenditure.

8 MR. FRANK: Oh, absolutely,
9 sir. In fact --

10 COUNCILMAN GREEN: How much?

11 MR. FRANK: -- I needed
12 contractors to help me with architecture,
13 because we didn't have any. And my hope
14 is, exactly, to have a core team. And
15 where we do need contractors are for
16 these projects, kind of the peaks and
17 valleys and the skills you need.

18 COUNCILMAN GREEN: So in Class
19 200, is it -- your estimation was a huge
20 savings number. It may have been as much
21 as 50 percent of what you thought the
22 contracting was because of all the
23 disparate service providers in different
24 departments, maybe providing services on
25 the same pieces of software in different

1 3/23/10 - WHOLE - BILL 100117, etc.
2 departments, et cetera. It sounds like
3 that 69 million is sort of what you've
4 identified from all the departments as
5 the expenditure, but it's not -- sort of
6 like moving everybody over in the
7 Departmental Services Division, you sort
8 of move the expenditure over without --

9 MR. FRANK: I've maintained
10 separate subsidiary books. I am a CPA,
11 unlicensed at this point. So what we're
12 doing is, we're maintaining effectively
13 separate subsidiary ledgers for every
14 single department, because ultimately
15 what I need to really understand is what
16 does it cost the City on a baseline basis
17 to operate IT in a given department. I
18 don't think we've had clarity and I don't
19 think we have it today.

20 So what I'm saying is, I am
21 maintaining the visibility on a detailed
22 basis for every contract and every cost
23 that we will be expending either for the
24 center or for a department. And what I
25 want to do in 2011, now that we're

1 3/23/10 - WHOLE - BILL 100117, etc.

2 together, is to drive the Class 200
3 number down, which is professional
4 services.

5 The other I think is a big
6 opportunity is what we call software,
7 just the purchase of software, and that's
8 where the big opportunity is where people
9 are buying -- let me buy a piece of Adobe
10 Flash here. And I think also we're
11 buying off of reseller lists historically
12 one-offs, instead of saying if we buy
13 enough of them, let's have an Enterprise
14 license.

15 So what I'm hoping to do is
16 drive, let's just say, all of this kind
17 of random spend down to the point where
18 we can leverage that and reinvest it in.
19 What I did say last year is I hoped that
20 over the five-year period, that we could
21 reinvest as much as 50 million, is what I
22 said, over the five-year period through
23 savings, and that was my hope at the
24 time.

25 COUNCILMAN GREEN: Right. How

1 3/23/10 - WHOLE - BILL 100117, etc.

2 much do you think we can save through the
3 software -- purchasing software more
4 smarter, more -- better?

5 MR. FRANK: I really can't -- I
6 don't want to give you a specific dollar
7 figure.

8 COUNCILMAN GREEN: I'll pick
9 one if you don't.

10 MR. FRANK: I think we should
11 be able to get 10 to 20 percent out of
12 our software purchase.

13 COUNCILMAN GREEN: What's your
14 current software purchase?

15 MR. FRANK: I'd have to get
16 back to you. I don't have a number with
17 me.

18 COUNCILMAN GREEN: Okay. And
19 with respect to the 69 million, I just
20 want to be clear, that's in your budget
21 even though you're keeping subsidiary
22 books or it's in the departmental budgets
23 and you're keeping track of it?

24 MR. FRANK: The departments
25 that physically transfer into DOT will be

1 3/23/10 - WHOLE - BILL 100117, etc.
2 in my budget physically and I will be
3 maintaining, within my chart of accounts,
4 separate departmental kind of subdivision
5 breakouts.

6 COUNCILMAN GREEN: Right, but
7 the \$69 million, is that Class 200 in
8 your department?

9 MR. AGOSTINI: Councilmember,
10 if you look at Section 21, Page 3, the
11 summary, departmental, all funds.

12 COUNCILMAN GREEN: Thank you,
13 Steve.

14 MR. AGOSTINI: Purchase of
15 services, Class 200, 60.4 million. That
16 doesn't include the departments for which
17 there's an MOU as well.

18 COUNCILMAN GREEN: Great.
19 Thank you.

20 Thank you very much for your
21 testimony. I appreciate it.

22 MR. FRANK: Thank you,
23 Councilman.

24 COUNCIL PRESIDENT VERNA: I'd
25 ask the Commissioner of Records to please

1 3/23/10 - WHOLE - BILL 100117, etc.

2 approach the witness table.

3 (Witnesses approached witness
4 table.)

5 COUNCIL PRESIDENT VERNA:

6 Commissioner, thank you for your patience
7 and your courtesy.

8 COMMISSIONER DECKER: Sure.

9 COUNCIL PRESIDENT VERNA: Thank
10 you.

11 Councilman Green.

12 COUNCILMAN GREEN: Thank you,
13 Madam Chair.

14 Good afternoon, Commissioner
15 Decker. I guess it's -- when is the
16 evening hour, 6:00 or 5:00?

17 I have the same sort of
18 questions that I have for every
19 department. You just heard me explain
20 what they are to Mr. Frank. I appreciate
21 your patience.

22 Starting with the 31,000 per
23 year Legal Assistant in the Document
24 Recording Division, has that position
25 been filled?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COMMISSIONER DECKER: Yes.

3 COUNCILMAN GREEN: And what
4 does that person do?

5 COMMISSIONER DECKER: That's in
6 the Document Recording area, so that
7 person examines documents for recording
8 cashiers and may be asked to do some
9 other duties in that area as well.

10 COUNCILMAN GREEN: Also in the
11 Document Recording Division, it appears
12 that one of five budgeted Title
13 Registration Aide II positions --

14 COMMISSIONER DECKER: Yes.

15 COUNCILMAN GREEN: -- was
16 vacant. Has that been filled?

17 COMMISSIONER DECKER: Yes.

18 COUNCILMAN GREEN: And what
19 does that person do?

20 COMMISSIONER DECKER: That is
21 also in the Document Recording area,
22 similar duties, examining documents for
23 recording, cashiering the information and
24 also some other related duties.

25 COUNCILMAN GREEN: In the

1 3/23/10 - WHOLE - BILL 100117, etc.
2 Records Management Division, there is a
3 57,000 per year position titled Records
4 Management Analyst.

5 COMMISSIONER DECKER: That
6 position was really translated or moved
7 over into a Title Registration Aide. So
8 it's filled as a Title -- it is filled
9 and it's filled as a Title Registration
10 Aide.

11 COUNCILMAN GREEN: So that line
12 item in your budget is unnecessary, then?

13 COMMISSIONER DECKER: That's
14 correct.

15 COUNCILMAN GREEN: Okay.
16 That's \$57,000. That's very exciting to
17 me.

18 Finally, in the Registration
19 Division -- sorry. Last year I asked
20 about the status, cost and projected
21 savings of the electronic repository
22 project. The response was that the
23 project analysis was due to be complete
24 by the end of FY09 and that a copy would
25 be provided to Council.

1 3/23/10 - WHOLE - BILL 100117, etc.

2 Is the project complete?

3 COMMISSIONER DECKER: The
4 project is one of the projects that's
5 underway by DOT. I think it was
6 suspended, did not get underway until
7 recently. It will be started up again.
8 So there is nothing yet implemented, but
9 I believe the conceptual framework will
10 be the next step to be taken.

11 COUNCILMAN GREEN: But the
12 project analysis we were told would be
13 completed by the end of FY09 and that a
14 copy would be provided to Council. Is
15 the project analysis complete?

16 COMMISSIONER DECKER: The
17 project analysis is not complete.
18 Again --

19 COUNCILMAN GREEN: But you're
20 already --

21 COMMISSIONER DECKER: Resources
22 were not available during the year.
23 There was a question as to whether that
24 particular project would be resourced,
25 and I was informed recently that it will

1 3/23/10 - WHOLE - BILL 100117, etc.

2 be resourced and it is moving forward.

3 COUNCILMAN GREEN: But nothing
4 is moving forward before the analysis is
5 complete; is that correct?

6 COMMISSIONER DECKER: That's
7 correct.

8 COUNCILMAN GREEN: When will
9 the analysis be complete?

10 COMMISSIONER DECKER: I would
11 have to work with Allan Frank on that. I
12 have identified some of the information
13 that would be needed from a records
14 management perspective. I believe I
15 attached that to the information that we
16 provided to you last year, and that
17 includes particular kind of metadata that
18 would be required so that the records
19 could be appropriately managed, retained
20 for as long as they need to be retained,
21 searched as they need to be searched and
22 disposed of even in the electronic age
23 when they are no longer required.

24 COUNCILMAN GREEN: Thank you.

25 What are the potential savings

1 3/23/10 - WHOLE - BILL 100117, etc.

2 from implementing an electronic

3 repository?

4 COMMISSIONER DECKER: You would

5 have to ask Allan Frank that question.

6 COUNCILMAN GREEN: Would it

7 include efficiency gains in direct costs

8 like the 120,000 per year the City spends

9 for couriers to retrieve documents from

10 storage?

11 COMMISSIONER DECKER: I believe

12 the electronic repository will be a

13 day-forward implementation. So that

14 means that as new records are created in

15 the electronic format -- it's really

16 around electronic formats -- that there

17 would be efficiencies that would be

18 gained. So that for the many concepts

19 that have been discussed here with other

20 City agencies and in past years, we all

21 know that to the extent that paper

22 doesn't have to be moved from office to

23 office and that once a record is created

24 and stored electronically, it can be

25 easily accessed multiple times by many

1 3/23/10 - WHOLE - BILL 100117, etc.
2 people through the City. That in itself
3 will -- from that will be derived many
4 efficiencies. But I don't believe that
5 the project moving forward -- again, it's
6 a day forward. It's not a backwards
7 conversion, so there will still be some
8 records that will be available in paper
9 form. There does not seem to be a good
10 business case to convert them. Some of
11 the documents that are usually retained
12 in the storage center, although they are
13 still requested, they are more or less in
14 a less active stage in their development
15 life or the life cycle. So it would not
16 make sense to convert them. You wouldn't
17 derive as much bang for your buck, so to
18 speak, if you were to work on those
19 records. You really want to focus all of
20 your attention and all of your resources
21 going forward in making sure that newly
22 created records are created in an
23 electronic environment.

24 COUNCILMAN GREEN: Great. When
25 did the records reform team start

1 3/23/10 - WHOLE - BILL 100117, etc.
2 reviewing the review of agency records'
3 retention schedules?

4 COMMISSIONER DECKER: That
5 initiative was started in the fall. We
6 have been working with the Law Department
7 and the various lawyers that are assigned
8 to agency records. It is still ongoing.
9 I meet with the person who was
10 coordinating from the Law Department on
11 pretty much a biweekly basis. Some of
12 the retention schedules are quite lengthy
13 for City agencies and they do require a
14 lot of research. They also require, as
15 we're reviewing them, a lot of
16 interaction with the agencies themselves.
17 The retentions are driven not only by
18 legal requirements, but they also are
19 driven by operational needs. So we have
20 to coordinate the efforts among multiple
21 interested parties in this whole
22 initiative, but it has been underway
23 since approximately the fall.

24 COUNCILMAN GREEN: Have any
25 findings been made?

1 3/23/10 - WHOLE - BILL 100117, etc.

2 COMMISSIONER DECKER: Yes. We
3 have had recommendations and suggestions
4 on about six of the schedules, and we're
5 still doing a final review on those
6 schedules.

7 COUNCILMAN GREEN: What are the
8 expected dollar savings, including those
9 from efficiency gains, of the retention
10 schedule reform project?

11 COMMISSIONER DECKER: Well, I
12 think the objective was to make sure,
13 number one, that the records were being
14 kept for the required timeframe, were
15 there any possibilities to reduce the
16 retention timeframe. I don't have an
17 exact answer for you. It's a mixed bag.
18 In some cases it was determined that some
19 of the records could be retained for a
20 less lengthy period of time. However, in
21 other cases it was determined that we
22 needed to retain the records for as long
23 as had been stated. So it's really a
24 mixed bag on that.

25 One of the objectives of a

1 3/23/10 - WHOLE - BILL 100117, etc.
2 related objective to that particular
3 initiative was not only to determine the
4 required retention, but also to make sure
5 that we had the current view of what the
6 departments and agencies were actually
7 creating and holding. So there were
8 multiple purposes, not only to streamline
9 but also to confirm that the schedules
10 are up to date.

11 COUNCILMAN GREEN: Great.
12 Thank you very much. I have no further
13 questions.

14 COMMISSIONER DECKER: Thank
15 you.

16 COUNCIL PRESIDENT VERNA: Thank
17 you very much, Commissioner.

18 COMMISSIONER DECKER: Thank
19 you.

20 COUNCIL PRESIDENT VERNA: This
21 Committee will stand in recess until
22 tomorrow, Wednesday, March the 24th at
23 10:00 a.m.

24 Thank you very much.

25 (Committee of the Whole

1 3/23/10 - WHOLE - BILL 100117, etc.

2 recessed at 5:20 p.m.)

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CERTIFICATE

I HEREBY CERTIFY that the
proceedings, evidence and objections are
contained fully and accurately in the
stenographic notes taken by me upon the
foregoing matter on March 23, 2010, and that
this is a true and correct transcript of same.

MICHELE L. MURPHY
RPR-Notary Public

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