

State of Alaska
FY2003 Governor's Operating Budget

Department of Natural Resources
Information/Data Management
Budget Request Unit Budget Summary

Information/Data Management Budget Request Unit

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BRU Mission

See specific information at component levels.

BRU Services Provided

See specific information at component levels.

BRU Goals and Strategies

See specific information at component levels.

Key BRU Issues for FY2002 – 2003

See specific information at component levels.

Major BRU Accomplishments in 2001

See specific information at component levels.

Key Performance Measures for FY2003

Measure:

Recorder's Office - The percentage of maintained daily entry and weekly verification of the on-line grantor/grantee and location indexing process for all documents accepted in the recorder's offices.

Sec 108(b)(2) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

Current status: During FY01 the mission and measures for the Recorder's Office were changed by the legislature to reflect the fact that it is unrealistic to achieve full input and verification functions in all offices on the same day that documents are recorded due to the number of remote office locations. Because the new measure (shown above) differs substantially from the indexing measure utilized in the prior three quarters of FY01, the following percentages are provided based only on fourth quarter compliance with the revised indexing measure.

During the fourth quarter of FY01 **the objective of daily input was performed** as follows against a target of 100%:

UCC Central 97%; Fairbanks 95%; Ketchikan 92%; Bethel 92%; Sitka 98%; Anchorage 27%; Palmer 86%; Kenai 97%; and Homer 97%;

Meeting the target were: Juneau 100%; Nome 100%; and Kodiak 100%.

During the fourth quarter of FY01 **the objective of weekly verification completion** was performed as follows against a target of 100%:

Bethel 98%; Nome 97%; and Anchorage 98%;

Meeting the target were: UCC Central 100%; Fairbanks 100%; Juneau 100%; Ketchikan 100%; Sitka 100%; Palmer 100%; Kenai 100%; Homer 100%; and Kodiak 100%.

Benchmark Comparisons:

Many recording facilities in other jurisdictions are able to meet this daily indexing goal as a result of implementing imaging technology.

Background and Strategies:

In order to provide the greatest service to the public, indexing of the public record information needs to be fully complete at the end of each business day. Many recording facilities in other jurisdictions are able to meet this daily indexing goal as a result of implementing imaging technology. Our new indexing system implemented in 1999 allows indexing information to be made available to the public upon input (our prior system did not contain this feature). The Anchorage office has had the most difficulty meeting the daily input standard due to near record high recording volumes.

A new indexing system implemented in 1999 enabled the component to resolve the massive indexing backlogs that had accrued under the prior system while still processing incoming work at peak levels. Throughout FY00 and FY01, significant improvement occurred in meeting this performance objective. Factors preventing 100 percent compliance in all locations included near record recording volumes, staff shortages, late day recordings, lengthy legal descriptions, communication line problems, heavy customer traffic, and late mail deliveries. While the component has no control over the volume of incoming work, it will continue to strive for improvements in this area.

Measure:

Information Resource Management - The percentage of time the computer systems are unable to support the annual volume of land and recorded transactions.

Sec 108(b)(3) Ch 90 SLA 2001(HB 250)

Alaska's Target & Progress:

System availability was at an all time high. The system was available during normal business hours 99.75 % of the time. Unscheduled outages for transaction processing resulted in less than a quarter of a percent of downtime due to internal DNR network issues. Outages resulting from issues related to the Dept. of Administration Wide Area Network were more common but outside DNR control. Overall system downtime was minimized. Scheduled downtimes for maintenance typically occur on Saturdays with little or no impact to staff.

Benchmark Comparisons:

The benchmark represents a three-year average for transactions for both LAS and the Recorders Office.

Revenue and Billing transactions are ~ 220,000

Land Administration System transactions - 100,000, of which 18,000 require status plat updates.

Transactions can be for:

Land Titles, classifications, Surveys, Land sales, leases, home sites, easements, Rights-of-Way, Municipal Entitlements, Mining Claims & leases, Oil & Gas Leases, Timber Sales, Water Rights, RS2477, receipts for a variety of programs, etc.

Background and Strategies:

Automation in high transaction environments is highly cost effective. Information Resource Management (IRM's) strategy is to reduce update cycle time by sharing information between historically isolated systems and to continue to reduce operating costs. Significant operational gains were made by linking recording, LAS, and platting systems for mining applications.

Measure:

Recorder's Office - Maintain return of original documents to the public within 30 days of recording.

Alaska's Target & Progress:

During the fourth quarter of FY01, this performance objective was met 100% of the time in Kenai, Homer, Kodiak, Juneau and Sitka. Fairbanks was in compliance 84% of the time; Ketchikan 98%; Anchorage 41%; Palmer 67%; Nome 94% and Bethel 92%. Severe staff shortages in various locations severely hampered the component's ability to maintain currency in this function.

With turnaround times frequently exceeding 2 to 3 months, the component's recording offices have one of the worst delays in the nation in returning original documents. While much of this can be attributed to mail delays and to the

logistics of operating remote facilities in the largest state in the nation, the fact is that even a 30 day turnaround time is one of the worst delays in the nation.

Benchmark Comparisons:

We estimate that the national norm for returning original documents is two weeks.

Background and Strategies:

Up to a quarter million documents are returned by the component to its customers each year. A document recording transaction cannot be considered complete until the document has been returned from the recording office. Return of the document is positive proof that the recording has occurred, and serves as the source of information that is required in the case of mortgages and deeds of trust for assignment and release of the security interest in the future. More and more loans are being sold on the secondary market, and the numbers of out of state lenders are increasing. Delays in returning original documents to them can cause them considerable expense and delays in their own operations.

Technology holds the key to making improvements in meeting this performance measure. With imaging technology, the original documents could frequently be returned immediately to the customer upon recording. Absent improvements in technology, or additional staffing to handle these backlogs, the component will likely continue to accrue unmanageable backlogs in this function.

Measure:

Recorder's Office - Maintain record search completion time of 24 to 48 hours from the time of receipt of request.

Alaska's Target & Progress:

By the end of the fourth quarter of FY01, this objective was being met 100% of the time by; Palmer; Kenai; Kodiak; Homer; Bethel; Nome; Juneau; Sitka; 98% by Fairbanks; 91% by Ketchikan; 80% by Anchorage; and 59% by UCC Central.

The difficulty in meeting this objective in UCC Central and in Anchorage was due primarily to the surge in search activity that occurred at the end of FY01 just prior to implementation of the new UCC laws in July.

Benchmark Comparisons:

Completion and certification of Uniform Commercial Code search results is a statutorily required function. Searches cannot be prepared and certified until prior day indexing has been completed. A 48-hour turnaround on searches is the national standard utilized in most recording/filing offices throughout the country.

Background and Strategies:

Searches fall into a backlog status after 48 hours. Whenever indexing delays exceed that time frame, the component is unable to prepare and certify search results. With the implementation of the new indexing system in January 1999, the component was able to report considerable improvement in meeting this objective. Since searches are tied to the indexing function, failure to complete daily indexing automatically results in delays of search products. While the component has no control over the volume of incoming work, it will continue to work toward improvements in meeting this performance measure.

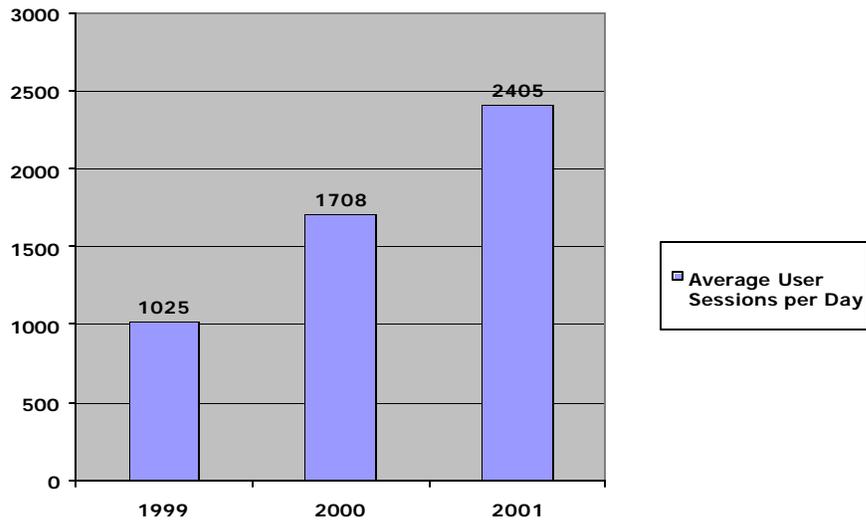
Measure:

Information Resource Management - 10% increase of public use of Department home pages on the Internet.

Alaska's Target & Progress:

Results: This goal was exceeded - growth in total web site usage jumped 40% in the past fiscal year, and more than 134% in two years time.

Growth in DNR Web Site Usage
1999-2001



Benchmark Comparisons:

FY00-01 DNR Internet Web Statistics show average daily visits have grown from 1025 in July 1999, to 1708 visits / day in July 2000, to 2405 visits per day in July 2001. Clearly more people are deriving services on-line from DNR, which saves staff time and raises the overall service level of the department.

Background and Strategies:

As Internet information systems expand we expect increased ability by the public to fulfill their information and business transaction needs by interacting directly with DNR information systems and not DNR staff. This approach will save the Department time and effort and provide convenience to our customers.

**Information/Data Management
BRU Financial Summary by Component**

All dollars in thousands

	FY2001 Actuals				FY2002 Authorized				FY2003 Governor			
	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds
<u>Formula Expenditures</u>												
None.												
<u>Non-Formula Expenditures</u>												
Recorder's Office/UCC	2,425.9	0.0	67.4	2,493.3	0.0	0.0	2,467.2	2,467.2	0.0	0.0	3,045.8	3,045.8
Information Resource Mgmt.	1,677.1	58.4	378.9	2,114.4	1,657.4	30.6	589.9	2,277.9	1,686.8	230.9	601.8	2,519.5
Interdept. DP Chargeback	465.8	0.0	306.8	772.6	541.3	0.0	264.9	806.2	545.8	0.0	286.9	832.7
Totals	4,568.8	58.4	753.1	5,380.3	2,198.7	30.6	3,322.0	5,551.3	2,232.6	230.9	3,934.5	6,398.0

Information/Data Management

Proposed Changes in Levels of Service for FY2003

See specific information at component levels.

Information/Data Management

Summary of BRU Budget Changes by Component

From FY2002 Authorized to FY2003 Governor

All dollars in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2002 Authorized	2,198.7	30.6	3,322.0	5,551.3
Adjustments which will continue current level of service:				
-Recorder's Office/UCC	0.0	0.0	52.4	52.4
-Information Resource Mgmt.	29.4	0.3	11.9	41.6
-Interdept. DP Chargeback	4.5	0.0	2.0	6.5
Proposed budget increases:				
-Recorder's Office/UCC	0.0	0.0	526.2	526.2
-Information Resource Mgmt.	0.0	200.0	0.0	200.0
-Interdept. DP Chargeback	0.0	0.0	20.0	20.0
FY2003 Governor	2,232.6	230.9	3,934.5	6,398.0