

Priority: Accountability
Program Offer Type: Internal Service
Related Programs:

Lead Agency: County Management
Program Contact: Tom Guiney

Program Characteristics:

Executive Summary

Records Management supports County agencies and the public in maintaining public records in accordance with operational, legal, fiscal, and public access needs.

Program Description

Records Management supports County programs in meeting public record requirements by: developing and maintaining retention schedules for all County departments in a manner that meets public records legal requirements, departmental operational needs, and cost effective records management procedures; maintaining over 106 million documents in a centralized Record Center; maintaining the County's historic archives which contains documents dating from 1855 to the present; recycling large volumes (63 tons in FY05) of public records in a manner that ensures confidentiality while supporting sustainability strategies; serving as HIPAA Privacy Officer; and providing training, consultation, and guidance in electronic records keeping, document conversion, agency moves, complex public research and referral, records preservation, and records management best practices.

Program Justification

Records Management supports Accountability's primary factor of Resource management through the strategy of "manage resources and service delivery costs effectively":

- By reducing retention requirements whenever possible to lower records maintenance costs. For example, by reducing retention on medical and inmate records for the years 1989-2001, the volume was reduced by 11326 boxes (41%) which reduces storage needs;
- By centralizing retention scheduling, records center storage, confidential recycling, and image conversion, economies of scale develop which have: generated revenue from large scale recycling rather than fees for small scale recycling; saved \$36,000/year in payroll image conversion costs by using a shared contract; and reduced the use of expensive office space (by 44,000 square feet in FY05) through use of lower cost warehouse space.

Records Management encourages the perception of trust and confidence by:

- Providing control of large volumes of records in the secure Records Center (rather than dispersed throughout County offices) in a manner compliant with legal and historic needs; and
- Protecting records from loss or obsolescence. For example, using a grant to preserve historic Board of County Commissioner records; and assisting Recording and Land Use Planning in converting to electronic imaging in a manner that ensures long term availability, as required by law.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Retrievals, Refiles, and Interfiles (Record Actions) Performed	17,339	16,700	15,574	16,400
Outcome	% of County Programs Covered by Current Retention Schedules	0%	0%	80%	85%
Output	Boxes, Microfilm Rolls, Maps and Plans (Items) Maintained in the Records Center	0	0	85,062	87,600
Quality	% of Record Retrievals Delivered to Customer within 1 Business Day	96%	95%	95%	95%

Performance Measure - Description

Record Actions is a new measure for which we have historical data. % of County Programs Covered and Items Maintained are new measures without historical data, so data are estimates at this time.

Legal/Contractual Obligation

ORS 192 and OAR 166 outline public records mandates for Record Officer, microfilm, imaging, storage, retention and access. 45 CFR 164.530(a) mandates HIPAA Privacy Officer.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2006	2006	2007	2007
Program Expenses				
Personnel	\$0	\$278,355	\$0	\$324,217
Contracts	\$0	\$16,620	\$0	\$17,036
Materials & Supplies	\$0	\$10,631	\$0	\$11,039
Internal Services	\$0	\$193,600	\$0	\$240,579
Subtotal: Direct Exps:	\$0	\$499,206	\$0	\$592,871
Administration	\$0	\$0	\$4,292	\$23,890
Program Support	\$0	\$0	\$5,399	\$0
Subtotal: Other Exps:	\$0	\$0	\$9,691	\$23,890
Total GF/non-GF:	\$0	\$499,206	\$9,691	\$616,761
Program Total:	\$499,206		\$626,452	
Program FTE	0.00	0.00	0.00	4.00
Program Revenues				
Fees, Permits & Charges	\$0	\$522,073	\$0	\$627,944
Intergovernmental	\$0	\$1,476	\$0	\$2,952
Program Revenue for Admin	\$0	\$0	\$399	\$0
Total Revenue:	\$0	\$523,549	\$399	\$630,896

Explanation of Revenues

Records Management is funded by an allocation system through the Distribution Fund. Total program costs for FY07 are allocated based on each department's % share of the number of boxes stored, boxes brought into the Records Center, and record actions performed in FY05.

Significant Program Changes

Last year this program was: #71044, Records Section