

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

Lead Agency: County Management
Program Contact: Rich Swift

Program Characteristics:

Executive Summary

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

Program Description

Records Management supports County programs in meeting public records requirements by developing and maintaining retention schedules for all County departments in a manner that meets public records legal requirements and departmental operational needs while lowering costs; maintaining over 111 million documents in a centralized Records Center; maintaining the County's historic archives back to 1855; recycling large volumes (60 tons in FY07) of public records in a manner that ensures confidentiality while supporting sustainability goals; serving as health information Privacy Officer; and providing training and consultation on electronic records keeping, document conversion, agency moves, complex public reference 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 helping to ensure that the County "manages its resources and service delivery costs effectively": (a) by reducing retention requirements whenever possible to lower records maintenance costs, including recent Sheriff's Office reductions which will lower their storage needs by an estimated 900 boxes (25%); (b) by centralizing records-keeping processes to create economies of scale. For example, the Records Center's industrial scale recycling costs 75% less than dispersed services, saving approximately \$18,000 in FY07, while Records Center storage reduced the use of expensive office space for records storage by over 49,000 square feet; (c) by maintaining extensive web tools, training, and regular consultation to communicate to employees their public records obligations; (d) by removing barriers to public access through archival preservation processing, reference assistance, and improved finding aids, including recent significant improvements to access to over 22,000 rolls of historic microfilm; and (e) by protecting records from loss or obsolescence, for example by maintaining microfilm backup services for long term retention electronic records in accordance with public records requirements.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Retrievals, Refiles and Interfiles (Record Actions) Performed	16,143	15,000	16,000	16,000
Outcome	% Current Retention Schedules (Updated within the last 5 years)	85.0%	90.0%	90.0%	90.0%
Output	Boxes, Microfilm Rolls, Maps and Plans Maintained in the Records Center	88,994	89,900	92,000	93,000
Quality	% of Records Retrievals Delivered to Customer Within 1 Business Day	98.0%	98.0%	98.0%	98.0%

Performance Measure - Description

Legal/Contractual Obligation

ORS 192 and OAR 166 outline public records mandates for Records Officer, microfilm, imaging, storage, retention, and access. 45 CFR 164.530(a) mandates Health Insurance Portability and Accountability Act (HIPAA) Privacy Officer, responsible for the privacy of personal health information (PHI). Executive Rule 301 assigns retention schedule function to program.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2008	2008	2009	2009
Personnel	\$0	\$334,411	\$0	\$341,250
Contracts	\$0	\$15,800	\$0	\$17,000
Materials & Supplies	\$0	\$17,746	\$0	\$24,091
Internal Services	\$0	\$278,368	\$0	\$349,137
Unappropriated & Contingency	\$0	\$0	\$0	\$47,263
Subtotal: Direct Exps:	\$0	\$646,325	\$0	\$778,741
Administration	\$4,805	\$23,611	\$1,165	\$12,834
Program Support	\$5,417	\$0	\$1,849	\$0
Subtotal: Other Exps:	\$10,222	\$23,611	\$3,014	\$12,834
Total GF/non-GF:	\$10,222	\$669,936	\$3,014	\$791,575
Program Total:	\$680,158		\$794,589	
Program FTE	0.00	4.00	0.00	4.00
Program Revenues				
Fees, Permits & Charges	\$0	\$677,937	\$0	\$741,034
Intergovernmental	\$0	\$10,427	\$0	\$7,742
Other / Miscellaneous	\$0	\$0	\$0	\$42,279
Program Revenue for Admin	\$120	\$0	\$16	\$0
Total Revenue:	\$120	\$688,364	\$16	\$791,055

Explanation of Revenues

Records Management is funded by an allocation system through the Distribution Fund. Total program costs for FY09 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 FY07.

Significant Program Changes

Last year this program was: #72062, FREDS - Records Section
#72062 - FREDS - Records Section