

# **9 Digital Imaging Grants Awarded**

- 1. ARLINGTON PUBLIC SCHOOLS**
- 2. CHELAN COUNTY PUBLIC WORKS**
- 3. CITY OF ANACORTES**
- 4. COWLITZ 2 FIRE & RESCUE**
- 5. COWLITZ COUNTY AUDITOR'S OFFICE**
- 6. PACIFIC COUNTY ASSESSOR**
- 7. PUBLIC UTILITY DISTRICT #1 OF LEWIS COUNTY**
- 8. RIDGEFIELD SCHOOL DISTRICT**
- 9. SAN JUAN COUNTY ASSESSOR**

# ARLINGTON PUBLIC SCHOOLS

**Amount Awarded: \$46,742**

## About the Problem

***What is the impact to your agency by not having your records digitized in terms of responding to public records requests in a timely manner? (Please include measures such as the number of requests for these records per year, how long it is taking to fulfill these requests, etc.) And/or your ability to retain and manage the records for their minimum retention period? (Please include measures of the impact such as number of records, length of retention period, storage/access challenges, risks to the records, etc.)***

Arlington High School receives hundreds of requests for transcripts throughout the year. We only have one registrar at the high school. When transcripts are requested, the registrar has to look through the various stacks of files, scan them, and then send them to the requestor. Since these records need to be retained for 100 years, this has created a massive volume of records to search through for every request. This can be very time consuming especially when the registrar receives multiple requests per day. Requests can back up and it can take several days to fulfill a records request. This is not a good use of the registrar's time.

School districts in Washington state are required to retain permanent student files, which include high school and middle school transcripts, elementary enrollment history and grade progression, legacy records, and any changes to the file. These records must be retained for 100 years after the student graduates or withdraws.

At Arlington High School, the registrar has gone through the permanent files to ensure that any files that do not match those described above are moved to the student's cumulative file, thus reducing the size of the permanent files. Despite these efforts, the permanent files are overwhelming the file room at Arlington High School. There is not enough room to keep the permanent records, cumulative files, and active student files all in one room. At times, these overflow files have had to be placed in boxes in different areas of the registrar's office, thus reducing security and access to these files.

While the file room is secure with a locking door and has fire sprinklers, the room is not a vault and not fire proof. In the event of a fire, the permanent files would be burned by fire or destroyed by water damage. This would render the high school unable to respond to any requests for student permanent files.

## About the Project

***What type(s) of records will be digitized? (Include records series and DAN from records retention schedule.)***

Official Student Record (DAN SD51-05f-10 Rev. 3)

***What is the date range and total quantity of records you are planning to have digitized by May 31, 2020?***

Date range: 1919-1969 (Total number of files: 12,600 double-sided)

Date range: 1970-2018 (Total number of files: 89,500)

Total records: 102,100

***Who is going to digitize your records?***

Other vendor

***How much money are you requesting? (Please enter exact amount here.)***

\$16,531.00 Washington State Archives — Scan and Index 25,200 files (12,600 files double sided)(1919-1969) and covert all images to microfilm (1919-Current)

\$30,210.10 - Parchment - Scan and Index 89,500 files (1970-Current)

\$46,741.10- Total

## **About the Expected Results**

### ***What improvement in response time to public records requests is expected?***

Scanning the permanent files in our records room would dramatically increase response time to requests for student records. As indicated above, it can take up to several days to respond to a request depending on the number of requests received at the time. With Parchment, the files are scanned directly into their database and indexed. Therefore, when we receive requests, we could look up the student's name and immediately locate their file. This would cut the response time from days to only minutes. Additionally, records in Parchment would be able to be accessed from remote locations in the event that the school building is not accessible. Using the Washington State Archives Imaging Services, scanned records would be converted to microfilm for permanent storage.

### ***What improvements in records retention, and management are expected?***

By having the permanent files scanned, this would clear up much needed space in the records room and would increase the security of student files. As mentioned above, there are times when files had to be placed into boxes and stacked in various areas of the records room and in a vacant classroom in the school because the rolling stacks were full. With more shelf space in the records room, there would not be a need to have secondary storage in other areas of the school. This also saves the district money since we wouldn't have to pay for offsite storage of records. Scanned records would also not be susceptible to fire or water damage since all the permanent records would be scanned to a permanent digital file and accessed remotely. We will also have a backup of the files on microfilm.

The majority of these permanent records are from 1970 to current and are of a uniform size and easily scanned. However, the files from 1919-1969 take up much less space but are more fragile and are in a different sized format than the more current permanent files. Because of the fragile nature of these records, the oldest records we have will need to be "hand indexed" because they are handwritten documents on non-standard paper stock. Scanning these documents will require more handling and time to scan.

### ***Will more of these same records need to be digitized in the future?***

No. Once the scan and indexing project is complete, no more records will need to be digitized. Current reports can be pulled directly from the Student Information System (Skyward) and uploaded into Parchment's credentials library, making fulfilling requests easy. There are minimal ongoing license costs to utilize parchment but we will be able to absorb those costs. The bulk of the cost is to digitize the records. The only other ongoing cost would be to convert any newer records to microfilm for permanent storage. These minimal costs will be absorbed by the school district.

# CHELAN COUNTY PUBLIC WORKS

**Amount Awarded: \$50,000**

## About the Problem

***What is the impact to your agency by not having your records digitized in terms of responding to public records requests in a timely manner? (Please include measures such as the number of requests for these records per year, how long it is taking to fulfill these requests, etc.) And/or your ability to retain and manage the records for their minimum retention period? (Please include measures of the impact such as number of records, length of retention period, storage/access challenges, risks to the records, etc.)***

For the last two years, Chelan County Public Works has averaged about 100 public records requests a year. We are a small department, with our public records officer serving primarily as the development review technician. The requests can take anywhere from a week to a month to fulfill, depending on the request and our ability to locate the records in a timely manner.

At this time, most of public works documents are in paper form, organized in boxes and file cabinets. The department has two storage areas for records. The first is in the main office and is approximately 200 square feet. The storage cabinets that fill the room contain files for each of the (current and past) established roads in Chelan County as well as our most recent and ongoing projects (Projects No. 663 through 725).

The second storage area, located in the basement of the building, is approximately 500 square feet and is lined with shelving that holds full file boxes. Sixty-four individual file cabinets — 52 are full — are in the center of the storage room. Files in the second space are more historic in nature and most of the documents are required to be stored permanently.

Most of the types of records requested from the public must be kept permanently or long term because they apply to subdivisions, roadways and capital projects. However, between the two areas, we do not have adequate storage area for our growing county (Chelan County has nearly 77,000 residents and grows at a rate of nearly 1 percent a year). We will eventually run out of room for the records that must be stored permanently or for the long term. Additional storage area is not currently available.

Current storage areas do not provide adequate protection of the department's permanent documents from loss or damage. If there is a fire in the Public Works building, there will be a high risk of a total loss of historic records. In addition, the basement of the public works building has flooded on more than one occasion.

Also disconcerting for the department is the current filing system now being used. When a records request comes in, multiple locations and files must be scoured. Digitizing public works records would not only solve the problem of our limited storage space but would also put the records on the server, where they will be more easily searchable. At this time, among our greatest concerns is ensuring that all requested records can be easily searched and accessed so that no files are overlooked in a citizen's request.

## About the Project

***What type(s) of records will be digitized? (Include records series and DAN from records retention schedule.)***

1. (GS50-18-08 Rev. 1) Bridge inspection reports, includes photos. Chelan County has 52 bridges.
2. (GS50-18-08 Rev. 1) Bridge load ratings
3. (GS50-18-08 Rev. 1) Bridge scour analyses

4. (GS50-18-08 Rev. 1) Bridge historical books. Includes two bound books with approximately 600 pages total.

5. (GS50-18-10 Rev. 1) County Road Projects No. 547 through No. 725, 2000 to present. Records include: funding folder, right-of-way, survey notes and survey worksheets, coordinate lists and worksheets (calculations and sketches), environmental folder, original specifications and plans, original signed contracts, original signed change orders, contract pay estimates, final contract vouchers, affidavits of wages paid, record of material, correspondence folder, project engineers diaries, inspectors daily report, photos, traffic control reports, pile driving records, post tensioning records, contaminated materials disposal bills and shop drawings. WSDOT Construction Manual (January 2018) identifies these records as permanent. (Section 10-3.1A(2))

6. Public Works Permits (2000 to present, approximately 7,000 pieces of paper)

-- (LU50-11-11) Driveway/Approaches to County Roads

-- (LU50-11-12) Work in the Right-of-Way (franchise number)

-- (LU2012-076) Re-addressing/New addresses

7. Plat Application Files in Storage

-- (GS50-18-08 Rev. 1) 7 full records boxes

***What is the date range and total quantity of records you are planning to have digitized by May 31, 2020?***

For the County Road Projects and Public Works Permits, we are concentrating on those files from 2000 to the present, which are the most requested. The County Road Projects number 547 through 725 and take up 34 filing cabinet drawers of folders. The Public Works Permits number just under 7,000 pages. The bridge files include files for all the 52 bridges in Chelan County and take up three filing cabinet drawers of folders as well as two bound books (approximately 600 pages total). The plat application files include those now in storage, which take up seven records boxes.

***Who is going to digitize your records?***

Washington State Archives

***How much money are you requesting? (Please enter exact amount here.)***

We are requesting the full amount of the quote from Washington State Archives: \$49,601

## **About the Expected Results**

***What improvement in response time to public records requests is expected?***

With the digital imaging of the records, we hope to cut our response time in half. To be able to pull together a full records request in five days is a goal we are striving toward. Having the records in a centralized, organized and digital location should give us the ability to do that.

***What improvements in records retention, and management are expected?***

In the past, Public Works has relied on either summer help or the county survey crew (in the crew's off season) to organize older documents and scan large formatted plats for use on the department's FTP, accessible to the public. By digitalizing the cited documents, this will allow easy access for both the department and public to some of the more requested documents.

Digital imaging means less supplies are needed (storage boxes, files, etc.), more space is opened up in the vault and office storage rooms, and less staff time will be used searching for the appropriate records through files, boxes and cabinets.

The digitalization of the cited documents also allows for Public Works to catch up on its record retention and move forward with more efficient policies for the future. Upon successful completion of this project, the department's next step will be to train employees on procedures for scanning and digitally filing

current documents as they come in as well as identifying those records that may be sent to the State Archives for storage.

***Will more of these same records need to be digitized in the future?***

Some work will need to be done on digitalizing those County Road Projects completed prior to 2000. We expect those portions of records to be manageable for the department.

## CITY OF ANACORTES

**Amount Awarded: \$25,000**

### About the Problem

***What is the impact to your agency by not having your records digitized in terms of responding to public records requests in a timely manner? (Please include measures such as the number of requests for these records per year, how long it is taking to fulfill these requests, etc.) And/or your ability to retain and manage the records for their minimum retention period? (Please include measures of the impact such as number of records, length of retention period, storage/access challenges, risks to the records, etc.)***

Our primary need to digitize this record set is to ensure secure, uninterrupted access to these essential records for their minimum retention period. However, contracts have recently become a more frequent subject of public records requests in Anacortes. Since implementing Laserfiche in 2018 all new City contract files are stored electronically and are fully text searchable; the executed contracts are available directly to the public via the electronic document portal on our website. Responding to requests for these documents is now fast and efficient.

However, the great majority of our older contract files have not been digitized. These files are stored in 31 boxes in an attic storage area in City Hall with no elevator access. Locating and producing a specific contract from this record set can take an hour. Responding to a larger request such as “all contracts for the Guemes Channel Trail project” or “all contracts with Contractor X in the past 12 years” takes hours. Responding to a request such as “all contracts that required permits from the Corps of Engineers” can take days.

Our need to digitize these records and dispose of the paper is fourfold.

1. The storage area currently allocated for these files is slated to be converted to office space as the city adds staff for its new municipal broadband network. There is no other space available in City Hall to move these boxes of records.
2. Capital asset contract files generally have very long retention periods, particularly for high value long lived assets (6 years after disposition of asset). Because retention is dictated by the life of the asset, no box can be dispositioned while there are live asset files stored in it without cumbersome culling and refileing. As a result, contract files are retained longer than necessary.
3. Capital asset contracts are Essential records to which staff need access, both to plan for new projects and to recover critical infrastructure in the case of a disaster. The paper records are currently stored boxed in Anacortes City Hall in order to provide more convenient access than in off site storage but neither the records nor the building itself are secure from physical hazards. In the event of an earthquake or fire, the files would be inaccessible and possibly destroyed.
4. Digitizing these records and subsequent OCR will allow us to quickly and accurately locate them for internal use, both in the normal course of business and in an emergency. It will allow the public to easily locate contract documents themselves on our electronic document portal. And it will allow us to very quickly respond to public records requests for document categories in the contract files (permits, etc.) that are not currently available on our portal.

### About the Project

***What type(s) of records will be digitized? (Include records series and DAN from records retention schedule.)***

Public Works Completed Contract Files covered by record series Contracts and Agreements — Capital Assets (Non-Real Property), DAN GS2011-169 Rev. 2

***What is the date range and total quantity of records you are planning to have digitized by May 31, 2020?***

The records proposed for this project date from 2003 through 2016, 31 boxes (22 large, 9 small) containing an estimated 110,000 pages and approximately 680 individual contract files.

***Who is going to digitize your records?***

Other vendor

***How much money are you requesting? (Please enter exact amount here.)***

\$24,947

We solicited quotes from five vendors recommended to us by other municipalities, including the Washington State Archives Imaging Service. We received quotes from three of those vendors, interviewed them by phone and/or email, and checked refere

## **About the Expected Results**

***What improvement in response time to public records requests is expected?***

Responding to requests for these files and any of the documents within them will take minutes rather than hours. All the scanned files will be imported into Laserfiche using metadata from existing file indexes and OCRd by City staff, hence will be fully text searchable.

Additionally, executed contract documents from this scanned corpus will be added to the City's electronic document portal for 24/7/365 access directly by the public.

Workflows to accomplish both these tasks were developed and used successfully to migrate our 2017 contract files, which had already been digitized, into Laserfiche. City staff are prepared and committed to dedicate the relatively small amount of staff time that will be required to apply these same processes to the files digitized with the grant funds.

***What improvements in records retention, and management are expected?***

The scanned contract files will be securely stored in Laserfiche Rio, Records Management Edition, and so will be retained and dispositioned according to DAN GS2011-169 Rev. 2 with an auditable record of same. The paper files will be destroyed and record of that destruction authority will also be stored in Laserfiche. Contract files will no longer be stored (hence subject to public records request) longer than strictly necessary and will no longer be vulnerable to physical degradation. The digitized records will be easily available to staff at critical facilities outside City Hall, such as the water treatment plant and wastewater treatment plant. In the event of an emergency, cloud-based backup of the Laserfiche repository servers will allow staff to access these Essential records via the Laserfiche Web Client.

***Will more of these same records need to be digitized in the future?***

This project will complete the digitization of the city's contract files. Current contract documents are processed, retained, and dispositioned entirely electronically.

## **COWLITZ 2 FIRE & RESCUE**

**Amount Awarded: \$48,607**

### **About the Problem**

***What is the impact to your agency by not having your records digitized in terms of responding to public records requests in a timely manner? (Please include measures such as the number of requests for these records per year, how long it is taking to fulfill these requests, etc.) And/or your ability to retain and manage the records for their minimum retention period? (Please include measures of the impact such as number of records, length of retention period, storage/access challenges, risks to the records, etc.)***

Cowlitz 2 Fire & Rescue has gone through significant changes in the past several years, and the previous employee in charge of records retention was not thorough or accurate in their work. Now we have people in positions that are dedicated to doing this the right way: in 2018 we cleared out and reorganized the records storage area. Now records are in clearly labeled boxes, stored with like records, and able to be efficiently located. However, now that we have the room organized and manageable, we have discovered that two records series will quickly fill the room beyond capacity due to their long retention schedule.

Medical incident reports are subject to both state and federal retention laws. We must keep these records for ten years after the patient turns twenty-one. The complication is that we go on nearly 3,500 medical calls a year. We cannot afford to use the manpower necessary to go through those records each year to find which individual records can be destroyed, so our Deputy Chief has decided that we will keep each box for the maximum retention period. Currently, we have 54 boxes of these records, and we will have 56 boxes by the end of the year. This record series alone takes up 1/3 of our record storage area. Requests for these records are frequently made by lawyers' offices for litigation, but they can also be requested by the patient under the HI-TECH Act, which requires us to provide these records digitally if they are available. Requests also come from hospitals, coroners, and organ donation facilitators. While we do have an electronic copy of part of these records, at this time we do not have the entire record for each incident stored digitally, so we must still retrieve it from the paper records. For time sensitive requests, as in the case organ donation facilitator requests, it is of the utmost importance that we have an efficient way to retrieve these records.

Timesheets are used by our department for DRS verification. In this year alone, we have had 10 DRS verification requests. 2008 and prior, these records fit into three boxes total, however, 2009 and forward has a box for each year. These must be kept until the employee's 100th birthday, however similarly to the medical incident reports, it would not be economical to search through each box every year, so the entire box is kept for 82 years (our minimum employment age is 18). Currently, we have 14 boxes of DRS verification records.

These two record series take up significant space in our records storage area. If we do not digitize these records in some way, we will run out of space in our storage area in just a few years. Our records storage area is located in a custom built loft space in our storage warehouse. The area is tiny, has a low, sloped ceiling, and is poorly lit. There is a work space there, however the space is not heated or cooled, so for a majority of the year, we fill records requests by bringing the appropriate box to our main station to search. With the DRS records especially, this takes significant time. In addition, the area where the records are kept is not sprinkled and is at the back of a warehouse area that is full. If there is a fire, these records would be lost.

### **About the Project**

***What type(s) of records will be digitized? (Include records series and DAN from records retention schedule.)***

Timesheets for DRS verification- GS2017-009 Rev. 0 — 100 years after employees date of birth

11 boxes- 2009 — 2019

Medical Incident Reports- FM53-04-20 Rev. 0 — 10 years after patient is 21 (31 years)

20 Boxes 1999 - 2019

***What is the date range and total quantity of records you are planning to have digitized by May 31, 2020?***

Timesheets for DRS verification- GS2017-009 Rev. 0 — 100 years after employees date of birth

11 boxes- 2009 — 2019

Medical Incident Reports- FM53-04-20 Rev. 0 — 10 years after patient is 21 (31 years)

20 Boxes 1999 - 2019

***Who is going to digitize your records?***

Washington State Archives

***How much money are you requesting? (Please enter exact amount here.)***

Our records will be digitized by Washington State Archives for a total cost of \$48,607. We will maximize our use of grant funds by prepping the documents ourselves under the guidance of WSA employees (removing staples, binder clips, etc.) in order to have

## **About the Expected Results**

***What improvement in response time to public records requests is expected?***

Records requests for timesheets mostly come from DRS for retirement verification. Having these records digitized will make our response to those requests extremely efficient.

Requests for medical incident reports happen frequently. Requests for these records are most often made by lawyers' offices for litigation, but they can also be requested by the patient under the HI-TECH Act, which requires us to provide these records digitally if they are available. Requests also come from hospitals, coroners, and organ donation facilitators. While we do have an electronic copy of part of these records, at this time we do not have the entire record for each incident stored digitally, so we must still retrieve it from the paper records. Storing these records digitally will improve our response time from days to minutes.

***What improvements in records retention, and management are expected?***

Storing these records digitally will greatly increase the limited amount of space in our record storage room. The long retention time of these records makes physical records very cumbersome to retain and access. Storing these records digitally will preserve them from decay and inadvertent destruction such as fire or flood. They will be stored on our server, which is remotely backed up to ensure the protection of the files even if something happens to our server. Having them stored digitally will also reduce labor costs associated with managing these records. It takes much less time to manage an electronic file system than to physically handle boxes of records.

***Will more of these same records need to be digitized in the future?***

Yes, more of these records will need to be digitized in the future.

We will continue to generate paper timesheets for the foreseeable future. They are the most accurate way to verify information for DRS. As we move towards more efficient daily operations, we will be on the lookout for the best way to make them paperless.

We will only generate paper medical incident reports through the end of 2019. We are upgrading our reporting software to a program that can digitally capture the entire report, store it, and securely send it electronically. This helps us with retention space and with complying with requests, especially those made under the HI-TECH act. We will digitize records as far back as 1999, and the remainder of our paper records will be destroyed by 2030.

## COWLITZ COUNTY AUDITOR'S OFFICE

**Amount Awarded: \$50,000**

### About the Problem

***What is the impact to your agency by not having your records digitized in terms of responding to public records requests in a timely manner? (Please include measures such as the number of requests for these records per year, how long it is taking to fulfill these requests, etc.) And/or your ability to retain and manage the records for their minimum retention period? (Please include measures of the impact such as number of records, length of retention period, storage/access challenges, risks to the records, etc.)***

The Cowlitz County Auditor's Office stores original land and marriage records dated 1880 through 1983 on site in an uncontrolled environment. The records are contained in large books that are heavy and awkwardly sized, or on microfilm. Thousands of the older records are handwritten. Auditor's Office staff respond to requests for these records on average of 30 times per week, but our ability to respond to these requests in a timely manner is limited. Each record takes approximately 25 minutes of staff time, equating to 12.5 hours per week, to fulfill based on the following:

- Locate the record in book
- Remove the record from the binding, if possible
- o Many books are hard bound so the entire book, which is typically very large and heavy, must be laid on the copy machine for copying
- Create a legible copy using the copy machine
- o This can take several attempts to line up and darken/enhance the image
- ? Wastes paper
- Charge the customer the copy fee and print a receipt, or scan and email a copy to the customer
- Rebind the document and put away the book
- Or if on microfilm:
- Locate the correct box of microfilm
- Load the film in the viewer and scan through to find the correct document
- o Most images are poor quality and require image enhancement
- ? Microfilm machine is limited in its enhancement ability
- o Microfilm machine only allows 8 ½ x 11 copies and most images are 11 x 17
- ? Must make a copy of top of page and bottom of page, place both on copier to make 1 legible copy of document
- ? Takes several minutes of staff time
- ? Wastes paper
- Charge the customer the copy fee and print a receipt, or scan and email a copy to the customer
- Remove film from viewer and put away

What is the impact to your agency's ability to retain and manage the records for their minimum retention period?

- Land and marriage records are required to be retained in perpetuity

- Storage area in the Cowlitz County Auditor's vault is at capacity
- Books are rapidly deteriorating due to frequent access, age, and exposure to light and moisture
- Some records are no longer readable or very difficult to read as a result of fading, fraying edges, and torn pages
- Microfilm missing and damaged; poor image quality
- The vault is not climate controlled, water or fire proofed, or rodent or insect proofed
- The Auditor's Office does not have adequate staff to fully assist the public or monitor public activity
  - o Members of the public come to the office and search through records personally
  - o Difficulty in finding records is frustrating for the public
  - o The public does not always use care when handling the books and pages or microfilm, causing damage
  - o High potential for theft of irreplaceable records. Two entire volumes, containing over 200 pages each of records, individual records from other volumes, and reels of microfilm have been taken, resulting in permanent loss of historical records.
  - o Records are often times put away out of order making it even more difficult for others to find when needed
- The Auditor's Office charges \$1.00 per page for uncertified copies of records, however, if they were accessible electronically the public could download and print free of charge
- The public continuously make requests for the records to be electronically accessible
- The books are very heavy, some weighing upwards of 20 pounds; awkwardly sized, most being 11 ½ x 17 ½ and some hard bound; and some are stored up to 20 feet high and only accessible by ladder
  - o High potential for staff/public bodily injury and/or falls when pulling and handling the books
  - o High potential for damage if books are dropped because of weight/awkward size
  - o Years of dust and possible mildew could exacerbate asthma and allergies

## About the Project

### ***What type(s) of records will be digitized? (Include records series and DAN from records retention schedule.)***

DAN AU52-03B-01 Rev. 1 — Books, volumes and microfilm (deed, mortgage, lien, right-of-way, photo static volumes, etc. . . .)

### ***What is the date range and total quantity of records you are planning to have digitized by May 31, 2020?***

1885 through 1934. Quantity = 200 volumes of books and 51 rolls of microfilm

### ***Who is going to digitize your records?***

Washington State Archives

### ***How much money are you requesting? (Please enter exact amount here.)***

\$50,000

The quote from the Washington State Archives:

Microfilm, 51 volumes, \$12,500

Paper, 200 volumes, \$37,318

Pick Up, Delivery \$272

Total, \$50,090

## **About the Expected Results**

### ***What improvement in response time to public records requests is expected?***

Staff would no longer have to search through books of records or reels of microfilm to find a record, which currently takes approximately 25 minutes per record; the public would not have to wait to get a copy of the record. The records would be searchable from a database using indexing information which would only take approximately 1 minute. It is expected that public requests to staff would dramatically decrease due to ease of access to records from the Auditor's web search page. The public would be able to perform online searches for records themselves, download and print copies free of charge.

### ***What improvements in records retention, and management are expected?***

The Cowlitz County Auditor would have a permanent digital copy of all records that could be transferred to other media types as technology evolves. Due to significant improvements in digitization, a currently unreadable paper copy could be enhanced to a readable digital image. A digital copy could be forwarded to Washington State Digital Archives. All books could be sent to Washington State Archives for permanent retention and protection for future generations. All records would be searchable and available to the public free of charge.

Cowlitz County government has had many challenges. Unemployment in Cowlitz County over the past two decades has run significantly higher than the national and state averages and revenues have been severely impacted. Staff size is impacted by the economy and revenues. Funding large needed facilities maintenance projects has taken priority over other requirements. The County recognizes the need for improved IT services and good records management and is now in a better position to turn its attention to catching up on it. The funding from this grant would help us to focus on making the needed improvements.

### ***Will more of these same records need to be digitized in the future?***

The Cowlitz County Auditor's Office currently has all land and marriage records back to 1984 digitally imaged and readily available for public download and printing. Our Eagle Recorder document recording system creates digital copies of all records currently being recorded and those images are uploaded to Laserfiche for permanent retention, as well as uploaded to Washington State Digital Archives after indexing and verifying, so there is no longer a need to retain hard copies of those records.

## PACIFIC COUNTY ASSESSOR

**Amount Awarded: \$80,00**

### About the Problem

***What is the impact to your agency by not having your records digitized in terms of responding to public records requests in a timely manner? (Please include measures such as the number of requests for these records per year, how long it is taking to fulfill these requests, etc.) And/or your ability to retain and manage the records for their minimum retention period? (Please include measures of the impact such as number of records, length of retention period, storage/access challenges, risks to the records, etc.)***

The Pacific County Assessor's office staffing level has decreased from 9 to 7 FTE's in the last 16 years. Two administrative positions and the Assessor respond to record requests from the public. Historical information from our old Real Estate Appraisal cards are accessed at least 5-15 times a week, often multiple times in one day. Not only does our appraisal staff use the old records, we also receive daily requests from insurance companies, realtors, current property owners, banks, historical researchers and others. We use the records an additional 20-30 times a week for other daily office operations. Fundamental field information for properties built before 2004 are located on these cards along with old photos of the buildings. About half of them were scanned in 2016, and are now available on a USB stick. We have multiple copies of the USB stick in the office which has greatly reduced the response time to requests. We are anticipating saving these records on a hard drive once they are ALL digitized. Having the remaining cards scanned would make us more efficient and save hours of taxpayer dollars by improving the response times.

There are several main factors driving our request;

- a. Ease of access for staff, both appraisal and administrative staff responding to requests from owners and the private sector.
- b. Preserving historical records; storage in Pacific County is becoming problematic as space is constantly being requested from all of the offices especially the Sheriff, Prosecutor and Courts. Digitizing our records would free up storage space in the courthouse.
- c. After hearing other counties tales of huge Public Disclosure Requests involving hundreds of hours of staff time, it is our fear is that someone is going to ask for a copy of all of these records. Physically copying our remaining records would be a huge burden to our already decreased staff and prevent us from not only doing our daily jobs and meeting state deadlines, but would also enable the requestor to receive these records in a timelier manner.

And/or your ability to retain and manage the records for their minimum retention period? (Please include measures of the impact such as number of records, length of retention period, storage/access challenges, risks to the records, etc.)

We have an estimate of 75,000 Real Estate Appraisal Cards to scan, 21 file drawers full. The retention schedule for Real Property Record Cards states "potential archival value, contact your regional archivist before disposing of this record." (DAN# AS01-03B-07) State Archives wants these cards and the half which has already been scanned has been delivered to Archives. Having them all in one location would be an asset. Until the remaining cards are scanned we can't release ALL the records promptly and in an easy to use format.

Currently these are stored in our office vault. It would enable us to keep other records that we are required to keep for a limited duration in the office instead of in the basement, increasing efficiency with these records as well. Due to storage space becoming a countywide issue, it would free up our basement space for others that are having to pay for off-site storage.

Keeping these records will continue to cause wear and tear as we have to manually go through them. Pictures are starting to fall off and staples coming undone on parcels with multiple cards attached. The information on these cards is handwritten so fading over time is a concern if they aren't scanned soon. We have also noticed missing or misfiled cards and having them indexed and scanned will help maintain our historic information accurately.

## **About the Project**

***What type(s) of records will be digitized? (Include records series and DAN from records retention schedule.)***

Real Property Appraisal Record Cards, (Item #2.3.7, DAN# AS01-03B-07)

8 1/2 x 11 (card stock) appraisal field cards with photographs, sketches, sales information, permit information, new construction and other related appraisal details and historic assessed values

***What is the date range and total quantity of records you are planning to have digitized by May 31, 2020?***

1977-2003; Approx. 75,000 remaining

***Who is going to digitize your records?***

Other vendor

***How much money are you requesting? (Please enter exact amount here.)***

\$8,000

## **About the Expected Results**

***What improvement in response time to public records requests is expected?***

Our speed and access to these would be an asset to the public. We've already experienced a quicker response to requestors with those that have already been scanned. It's truly an asset to the community having them indexed in a way that's quick to find. They can easily be attached to an email or printed out and mailed without taking the extra time to manually locate, copy and/or scan first. Having the records digitized will also decrease the work at State Archives since we can provide ALL the information for requestors promptly and electronically.

***What improvements in records retention, and management are expected?***

With staffing shortages these scanned records will make us more efficient and free up space and time. Appraisers' will be able to access at their desk or in the field instead of having to physically go to a file drawer. More importantly it helps the administrative office by cutting down on staff time it takes to produce information and better serve the public in a more timely fashion. Freeing up space for other records we are required to keep, as we intend to send them to Archives afterwards.

***Will more of these same records need to be digitized in the future?***

No, this will complete this project, since new appraisal records since 2003 are being created in an electronic format on our computer CAMA program.

# PUBLIC UTILITY DISTRICT #1 OF LEWIS COUNTY

**Amount Awarded: \$26,690**

## About the Problem

***What is the impact to your agency by not having your records digitized in terms of responding to public records requests in a timely manner? (Please include measures such as the number of requests for these records per year, how long it is taking to fulfill these requests, etc.) And/or your ability to retain and manage the records for their minimum retention period? (Please include measures of the impact such as number of records, length of retention period, storage/access challenges, risks to the records, etc.)***

Public Utility District #1 of Lewis County owns a Hydroelectric Project (Cowlitz Falls). In the last two years, Public Utility District #1 of Lewis County's public record requests have increased dramatically. In 2017, the total requests reached 90, with 28 related to Cowlitz Falls. In 2018, the number of requests reached a high of 114 with 35 being directed at the project, resulting in 650 man-hours of staff time. Cowlitz Falls has a total of eight staff members, none of whose job duties focus directly on public record requests. The struggle with the requests isn't that there is a high number of them, it's that the requests are extremely vague with no clear descriptions without the ability to search keywords it is difficult to search for the documents. Many requests cover lengthy time frames and may contain thousands of documents. Being a hydroelectric project there are federal, state and district requirements that have to be assessed with every document that pertains to the request. Cowlitz Falls has been as proactive as possible in responding to these requests. The district has begun to scan paper documents and store them electronically, as well as completely re-organize and re-structure their filing methods to help better search for and maintain documents. The drawings, sketches, and engineering sheets have yet to be scanned and are included in ongoing public record requests.

There are 9,000 drawings that need to be retained permanently. These drawings are not stored electronically. The drawings are currently stored at the project on hanging files, flat file drawers, rolled up on shelves, and some in boxes. Although the Superintendent and Cowlitz Falls Operators can locate any specific drawing they may need to perform the task at hand, scanning these drawings and having them indexed will reduce the time it takes to search greatly. There are many drawings that only a single original exists. The operators at Cowlitz Falls often have a difficult time using the drawings due to their condition. A large number of the drawings date back to the late '80s or early '90s and they are deteriorating. As is shown in the photos, fading and tearing is a huge risk associated with these specific sets of documents. Potential damage to the drawings due to water or fire is also a concern. Since it is a local and federal requirement to retain the drawings until the plant is retired, and since the drawings are used by staff to operate and maintain the facility they are a high priority to protect by scanning into an electric format.

## About the Project

***What type(s) of records will be digitized? (Include records series and DAN from records retention schedule.)***

There are Construction — As-built drawings appraised and not selected for archival preservation (GS2012-035 Rev. 0)

and Construction — As-built drawings appraised and selected for archival preservation (GS2012-035 Rev. 1). These series require long-term or permanent retention. These records also have federal records retention requirements (18 CFR 125.3, section 21) which require these records to be retained until the asset is retired.

There are several different sizes of drawings ranging from ANSI B (11x17in) — E (34x44in).

***What is the date range and total quantity of records you are planning to have digitized by May 31, 2020?***

Date ranges from 1985-1998. There are 9,000 total drawings within that date range pertaining to the construction of the hydroelectric project.

***Who is going to digitize your records?***

Other vendor

***How much money are you requesting? (Please enter exact amount here.)***

The drawings will cost \$2.20 per sheet for black and white scanned at 400 dpi and \$4.50 per sheet for a color scan at 600 dpi. There are 8,700 drawings to be scanned in black and white and 300 needing to be scanned in color. The naming and indexing cost i

## **About the Expected Results**

***What improvement in response time to public records requests is expected?***

The response time to complete a public record request that includes drawings will be greatly reduced. Cowlitz Falls Project currently has eight staff members all of whom have large workloads and crucial daily tasks to keep the project running. There is not enough time to spend days or even weeks thumbing through paper drawings to comply with requests. Having them searchable through keywords will eliminate the tedious thumbing through thousands of paper drawings hoping to find the drawing needed. Once digitalized we would then have the ability to focus on the exact part(s) of the drawing that's being requested without having to disturb the physical document and its location.

***What improvements in records retention, and management are expected?***

The overall goal of this process is having the last step of converting paper records into electronic records completed. Cowlitz Falls has worked really hard toward this goal, and if awarded this grant, would be able to complete this difficult milestone. The ability to search drawings electronically would eliminate two to three staff members taking turns locating these documents over weeks at a time. Records retention will be improved by scanning the drawings to an electronic format. The drawings have permanent retention and thereby will be protected from damage and loss. Management of the drawings will be improved as an organized file structure will be set up to store drawings electronically. The staff at Cowlitz Falls would be able to sort, maintain and retain these specific drawings more efficiently.

***Will more of these same records need to be digitized in the future?***

Cowlitz Falls Project will not have more drawings in the future to be digitized. New drawings will be created in an electronic format.

# RIDGEFIELD SCHOOL DISTRICT

**Amount Awarded: \$50,000**

## About the Problem

***What is the impact to your agency by not having your records digitized in terms of responding to public records requests in a timely manner? (Please include measures such as the number of requests for these records per year, how long it is taking to fulfill these requests, etc.) And/or your ability to retain and manage the records for their minimum retention period? (Please include measures of the impact such as number of records, length of retention period, storage/access challenges, risks to the records, etc.)***

\*Note: PDF of the entire proposal is attached in order to properly view the content/formatting\*

This grant will provide critical funding to implement the next step in a comprehensive electronic records management system (ECM) for our district by digitizing records frequently requested (public records request) and digitizing records which have long minimum retention periods.

According to the U.S. Census Bureau information published May 2018, 'Ridgefield's population grew 13 percent between 2016 and 2017, the highest of any city in Washington.'

'Ridgefield by the Numbers' reflects the following:

2015 2016 2017 2018

Single-family building permits 216 320 158 313

District Enrollment 2444 2735 2954 3174

Public Records Requests 2 4 9 8\* (\*as of Mar 2019)

Increased housing translates into increased student enrollment in the district which translates into increased documents in a wide range of areas such as: student records (GenEd & Special Ed); employee information (HR, Payroll/Retirement); program records (Title/LAP, Hi-Cap, etc.); school board records, and bond/construction information. Also due to growth of our district in recent years, we are receiving an increasing number of public records requests.

Currently, records are archived in an off-site location several blocks from the District Office. When a records request is received, staff member(s) must travel to the off-site location. Once in the archive room, it is a time-consuming search of boxes as they are currently not in any particular order. This process can take 1-5 days.

Ability to retain and manage the records for their minimum retention period:

The conditions in the archive room greatly jeopardize the ability to retain long term records in a manner that will be readable while in their retention period. The current archival records storage space is located in our Maintenance building built in 1890. Presently, there are over 270 banker boxes, 20 file cabinets, and 150 binders stored in the room. Banker boxes and binders are stored on open shelving and are exposed to conditions encountered in a building which houses maintenance vehicles, maintenance equipment (lawn mowers, generators, gas/diesel cans, etc.), paint and pesticides, as well as exposure to a wide range of temperatures (high/low) and dust. The records were moved two years ago from the basement of the Maintenance bldg. to their current location on the main floor of the Maintenance bldg. due to seasonal water retention (minor flooding) as well as general overall dampness. Having all essential records stored off-site results in increased man-power to search and obtain the requested records and reduces response time to requests.

Our ability to manage and maintain records in this 'old-fashioned' manner is becoming more and more compromised. Space capacity (due to district growth) and the space itself is a problem. The paper records are deteriorating due to age and conditions of the archive room. Though boxes/file cabinets are

labeled with content and disposal date, because the room is small and growth in the district has happened quickly, they are unable to be grouped together making it difficult to locate records. The district will have a temp worker inventory the archive room over Spring Break to update the current index of records stored and develop a plan to physically organize boxes/file cabinets to improve access. However, instead of investing further in upgrading or relocating the archive room, the district believes it is a better investment to take the next step in our comprehensive electronic records management system (ECM) by digitizing records frequently requested as well as digitizing records which have long minimum retention periods.

## About the Project

### ***What type(s) of records will be digitized? (Include records series and DAN from records retention schedule.)***

Our district is near the completion of the first step in our comprehensive electronic records management solution (ECM) via the recent purchase and installation of the Laserfiche product. The purchase and installation of Laserfiche provides a centralized repository wherein all documents can be efficiently digitized, stored and accessed.

As a component of the comprehensive electronic records management solution developed in 2018 the district identified phases of work to be completed. We plan to follow the same identified phases with the digitization project:

#### Phase Record Series

Phase I: Special Education records (frequently requested records) Special Education Program — Student History File/Special Education Program — Student History File Retention/Disposition Notification/Special Education Program — Student Not Eligible

DAN:

SD51-05I-02

SD51-05I-03

SD51-05I-04

Phase II: Board of Directors — (long term retention) Superintendent of Schools (General) SD51-05-13

Meetings — Governing/Executive GS50-05A-13

Phase III: Archives — we will narrow this focus to:

- Required long term retention -HR records
- Required long term retention - Payroll/Retirement records

Record Series:

- Employee Sexual Misconduct Accusations/ Investigations-Sustained and unfounded
- Employee Verbal Abuse/Physical Abuse Accusations Investigations — Sustained or Unfounded
- Certificated Years of Experience
- List of HIV/AIDS and HBV Trained Employees
- Employee Retirement/Pension Verification

DANs:

SD2014-020

SD2014-021

SD2014-022

SD51-04G-03

GS2017-009

The district repository has been established in Laserfiche and work is near completion on the records management series for Special Education records. The records management component of Laserfiche identifies the type of record and attaches the appropriate DAN. The district anticipates digitized completion of a pilot group of special education records by mid-April 2019; next step will be for all paper records to be prepped and ready for digitizing by summer 2019. The records management component can be developed for the Board of Directors records and required HR and Retirement/Payroll retention records by Fall 2019 and digitization could begin shortly thereafter.

***What is the date range and total quantity of records you are planning to have digitized by May 31, 2020?***

— Approximate date range of essential records: 1973 — Current

— Total number of records to be digitized by May 31, 2020 will be approx. 328,286 - 370,780

The estimated amount of records to be digitized is as follows:

Phase Number of Pages Date range

Phase I: Special Education 69,586-85,500 2017 - Present

Phase II: Board of Directors 74,175-76,320 1967 — 2018

Phase III

-Required HR records 95,170-112,320 1989-Present

-Required Payroll/Retirement records 1973-2010

89,355-96,640

***Who is going to digitize your records?***

Other vendor

***How much money are you requesting? (Please enter exact amount here.)***

Quoted Price: \$35,674.86 — \$54,159.96

Grant Request: \$50,000

Allocated District Funds: The District is prepared to allocate funds to cover any costs beyond funds covered by the grant to address the three identified phases of work.

## **About the Expected Results**

***What improvement in response time to public records requests is expected?***

We estimate that by having these records available electronically, response to records request could be as short as same day. Files for the items requested can be queried from Laserfiche (ECM). The Records Officer can review the records from the ECM without the need to either request records (boxes or binders) from the off-site archive room or make a trip to the archive room (search in file cabinets/boxes/binders). Our agency is committed to digital imaging and allocating resources necessary to capture new files/not create more paper.

***What improvements in records retention, and management are expected?***

Digitizing records will greatly improve the amount of time staff spends on locating the correct records. In addition, records will no longer be in jeopardy due to the elements (moisture/dust/heat extremes) during their long retention period, the quality of the records will be optimal, and the records will always be accessible. With records digitized in Laserfiche, the appropriate record retention (DAN) can be applied and ensure appropriate destruction of records in a timely manner or ensure lifetime retention. Additionally,

storing records in our ECM will provide disaster recovery abilities as our system is backed up on premise as well as to a cloud repository daily.

***Will more of these same records need to be digitized in the future?***

Going forward, Special Education records and Board of Directors records will be digitized at time of origination - so no new paper will be printed/stored. The digitizing of the archived retirement/payroll records will be a one-time event. Beginning in 2010, retirement/payroll records have been retained in the district's SIS system, so no new paper will be generated in this area. With the creation of the records management series for required long term HR records, these records will begin to be digitized at time of origination — so no new paper will be generated. One other item requiring long term retention is student Transcripts. Transcripts are now generated from the district's SIS and digitized directly into Laserfiche for 100 year retention — again, no new paper generated in this area. Our district has invested in ECM software (Laserfiche) and committed to annual licensing fees, reflecting the district's steadfast commitment to digital imaging and allocating resources necessary to digitize - not create more paper.

# SAN JUAN COUNTY ASSESSOR

**Amount Awarded: \$14,565**

## About the Problem

***What is the impact to your agency by not having your records digitized in terms of responding to public records requests in a timely manner? (Please include measures such as the number of requests for these records per year, how long it is taking to fulfill these requests, etc.) And/or your ability to retain and manage the records for their minimum retention period? (Please include measures of the impact such as number of records, length of retention period, storage/access challenges, risks to the records, etc.)***

The San Juan County Assessor's Office requests funding to digitize approximately 20,000 "deed jackets." "Deed jackets" provide historical ownership and legal descriptions on properties from the late 1800's through 2014. The deed jackets are historic in nature and the Assessor's Office maintains the only record of these documents. As described in the section entitled "About the Project," the deed jackets are classified as "archival." It is the goal of the Assessor's Office to preserve the information contained in the deed jackets.

### Public Records Requests Impact:

The San Juan County Assessor's Office has limited staff. The Assessor's Office is comprised of 9.75 full-time employees (FTE) to serve the full-time and "seasonal" populations. Typically, the appraisers are in the field, so the administrative functions of the office are covered by 5.75 FTE. The employee responsible for responding to public records requests is a 0.75 FTE (30 hours per week). Besides responding to public records requests, this employee answers the phone, interacts with the public at the front counter, assists the appraisal team and performs other office responsibilities.

The Assessor's Office receives public records requests at an average of 12 times per week that requires access to paper copies of our historic deed jackets. We also use these records an additional 25-30 times per week as part of our daily office operations. Since we maintain the only copy of these records, other departments in San Juan County must travel to our office to use these records an estimated 3-4 times per week to fulfill public records requests that they receive in their offices.

In the "paper world," the Assessor's Office strives to respond to all public records requests within 2 business days. Once the request for a deed jacket is at the top of the queue, it takes 20-60 minutes to locate the paper records, sift through and find the specific information, scan the information and send the information to the requestor via e-mail.

The Assessor's Office spends approximately 8 hours per week responding to public records requests pertaining to deed jackets. This means that the employee (0.75 FTE) responsible for public records requests spends 27% of their time per week responding to requests for deed jackets.

There are 3 major factors for pursuing this grant:

1. Ease of access: Below is a description of the current situation -

Historic deed jackets records are in paper form in a back room. They occupy 39 filing cabinet drawers along an entire wall. To access these records, we leave the front office and front counter while we search through handwritten files filed by parcel number. We are not able to answer the phones or see the public while we are retrieving deed jackets.

Since the front office is unmanned while searching for paper deed jackets, responding to the public occurs when the phone and counter activities are at their lowest volume. The cycle time from public request to Assessor's response is approximately 2 days.

Digitizing the deed jackets will solve the following problems:

- a. staff would be able to access records from one terminal/desktop and not leave the front office and counter,
- b. from the time of request, it is estimated that the response time would decrease from 2 days to 4 hours,
- c. staff working off-site would be able to access information immediately instead of waiting to return to the office to pull records.

2. Space/cost saving measures: We will soon be relocating to a smaller office space that will not allow us to store the deed jackets records on-site. The County plans to construct a new building with an estimated completion of 2020. The new space allotted for the Assessor's Office will not be big enough to store all of our historic records on-site, forcing us to store the records off-site, which will greatly increase our response time to the public and other County departments. It is estimated that storing the field jackets off-site would cost the Assessor's Office \$600 per year. For a rural office, this is a large expense.

3. Preserving historic information: In 2015, the Assessor's Office had an incident that damaged or destroyed hundreds of field sheet records. Presented, as Attachment A are photographs of historic records that were damaged in 2015. The Assessor's Office and the public lost valuable information.

If San Juan County is awarded this grant, we will eliminate the risk of future loss and preserve historic information. The Assessor's Office will take the following steps to ensure that the information is preserved:

- a. After the records are digitized, the Assessor's Office will transfer the paper historic records to the State Archives. The Assessor's Office will transfer the data in accordance with the Records Management Advice entitled "Transferring Archival Records: Preparing Paper Records for Archival Transfer."
- b. The digitized records will be protected per San Juan County document entitled "Server Backup Procedure." In summary, all San Juan County servers are backed up on a regular schedule to the backup server located in the County data center. These backups are then replicated to a geographically diverse location. The local data center and off-site backup location are both protected by UPS and an automatic generator. Both sites are in physically secure locations. The connection between the two sites is a private, encrypted connection.

## About the Project

### ***What type(s) of records will be digitized? (Include records series and DAN from records retention schedule.)***

Under the current grant (Grant Number G-6203), the Assessor's Office is digitizing "field sheet records." "Field sheet records" provide assessment and permit history on the real property. This proposal requests funding to digitize "deed jackets." Deed jackets provide historical ownership and legal descriptions on property from the late 1800s through 2014. Both of these documents are unrecorded, and the Assessor's Office maintains the only record.

If the third cycle grant is awarded to the Assessor's Office, the Assessor's Office will manage the grant by capturing the lessons learned from the current Grant Number G-6203. Below are the major milestones for the proposed effort:

- Assessor's Office: Review records and remove duplicates.
- Assessor's Office: Put records in boxes for outside vendor. The records will be organized by parcel number in sequential order.
- Outside Vendor, SIS NW: Three weeks after award, outside vendor will pick-up the boxes of records to be digitized.
- Outside Vendor, SIS NW: Prepare documents for scanning.
- Outside Vendor, SIS NW: Records will be scanned at 300 DPI. Each image is viewed as the scanning takes place.

— Outside Vendor, SIS NW: Inspect each scan per SIS NW Gold standard. Each physical paper document is compared to the electronic image. Any documents that were not scanned due to scanner double-feeding will be scanned and inserted in the appropriate file. Images with obvious scan defects like poor intensity, cut off edges are re-scanned and blank back side images are removed. All pages within output files are rotated to be “right-reading” and if color images are required they are inserted into the appropriate file.

— Outside Vendor, SIS NW: As described in the quote from SIS NW, indexing of digitized records will be based on the 12-digit parcel number.

— Outside Vendor, SIS NW: Deliver records to Assessor’s Office after inspection and indexing. It is anticipated that the Assessor’s Office will receive the records in weekly batches.

— Assessor’s Office: Work with County’s IT department to ensure that the records are deposited on a server that does not allow accidental deletion.

— Outside Vendor, SIS NW: No later than April 30, 2020, all records will be digitized and delivered to the San Juan County Assessor.

— Assessor’s Office: Prepare and submit final report and invoice no later than May 31, 2020.

Types of Records to be Digitized:

The Assessor’s Office wants to preserve approximately 20,000 “deed jackets.” The total number of pages is 92,000. Each deed jacket represents one parcel number and is in the format of a standard size lateral file folder containing information and documents related to that parcel, including but not limited to: a log of owner names, purchase dates and prices, copies of deeds or other significant recorded documents, recorded and unrecorded large format surveys (over 11x17) and unrecorded significant letters or other documents. These documents occupy 39 filing cabinet drawers along an entire wall.

The deed jackets fall under the following series and DANs:

Item No Series Title and Description DAN

2.3.7 REAL PROPERTY RECORD CARD/ PROPERTY REFERENCE RECORDS AS01-03B-07

2.3.2 DEEDS AND REAL ESTATE CONTRACTS AS01-03B-02

5.7 RECORDED AND UNRECORDED PLAT MAPS AS01-05-07

Deed Jackets are Archival.

***What is the date range and total quantity of records you are planning to have digitized by May 31, 2020?***

Quantity and Data Range of Documents

Quantity: The funding will allow us to digitize approximately 20,000 deed jackets. The total number of pages is approximately 92,000. Each deed jacket represents one parcel number and is in the format of a standard size lateral file folder containing information and documents related to that parcel, including but not limited to: a log of owner names, purchase dates and prices, copies of deeds or other significant recorded documents, recorded and unrecorded large format surveys (over 11x17) and unrecorded significant letters or other documents. These documents occupy 39 filing cabinet drawers along an entire wall.

Date Range: Deed jackets provide historical ownership and legal descriptions on properties from the late 1800’s through 2014.

Completion Date: The date to complete the digitization of the deed jackets and submit the final report is no later than May 31, 2020.

In house or Vendor:

#### In-House Option:

The Assessor's Office performed a study to determine if scanning in-house was a feasible option. After scanning and indexing over 700 deed jackets, we determined the time necessary for each step of the process. Each deed jacket requires a total of 1.5-2 minutes to prepare, scan, and digitally index, which means that the estimated 20,000 deed jackets will take 500-650 hours to complete. If we allocate 10 hours per week outside of normal duties for one individual to work on scanning ONLY the deed jackets, the project will be completed in 50-65 weeks.

Conclusion: The digitization of the deed jackets in-house is not an option.

Vendor: Spectrum Information Services NW, Inc (SIS NW)

The Assessor's Office obtained three (3) firm fixed price quotes to perform the digitization of deed jackets. The selection of the quotes was based on:

- price,
- experience and
- completion on or before April 30,2020

The Assessor's Office selected Spectrum Information Services NW, Inc (SIS NW) to perform the digitization of the deed jackets. Presented, as Attachment C is the firm fixed price proposal from SIS NW. SIS NW quote contains a detailed scope of effort. SIS NW quoted a firm fixed price of \$14,565 for the digitization of deed jackets.

#### ***Who is going to digitize your records?***

Other vendor

#### ***How much money are you requesting? (Please enter exact amount here.)***

The San Juan County Assessor's Office requests \$14,565 for the digitization of deed jackets.

In 2018, the San Juan County Assessor's Office submitted a grant proposal for the digitization of both "field sheet records" and "deed jackets." Th

## **About the Expected Results**

#### ***What improvement in response time to public records requests is expected?***

Improvements to Public Records Requests:

In the "paper world," the Assessor's Office strives to respond to all public requests within 2 business days. At the completion of this project:

1. The Assessor's Office will have instant access to the files, greatly reducing the response time to the public. It is estimated that a response for a deed jacket will be provided within 4 hours of the request instead of 2 business days.
2. Staff will not leave the phones and front counter "unmanned" to retrieve documents in the back room.
3. The digitized documents will be added to the Assessor's website to allow the public to search the records at their convenience. The public records will be available online, 24 hours a day, 7 days a week. These records provide a valuable resource for the public and other county departments.
4. The convenience for the public to access information relating to a property will increase the public's trust, as well as contributing to government transparency.
5. Digitizing the documents protects them from being destroyed. Our online and computer generated information are backed up. Historical information is very valuable to the public and the Assessor's office.

#### ***What improvements in records retention, and management are expected?***

Improvements in Record Retention and Management

Staff Efficiency: All employees of the Assessor's Office use the information in the deed jackets to perform their jobs. The cartographer and farm/forest exemption administrator use the deed jackets on a daily basis. Digitizing these records will allow efficient access by staff, eliminate the risk of misfiling records after use and allow multiple staff members to review the same record at the same time. The appraisers will be able to access the records while in the field. Remote access will reduce the amount of time they need to spend in preparation for visiting each property. The cartographer works off-site two days per week and will benefit from remote access to records.

Saves storage space: Completion of this project and transferal of our records to the Archives will eliminate the need for off-site storage for our records once we move to our new space. Eliminating the need for off-site storage will save the Assessor's Office approximately \$600 per year.

Preserves historic records: Digitized records will reduce the risk of further deterioration of the records from physical contact and eliminate the risk of accidental damage or loss of this important information. San Juan County will preserve the digitized records in accordance with the County's IT procedures. As described in "About the Problem," all San Juan County servers are backed up on a regular schedule to the backup server located in the County data center. These backups are then replicated to a geographically diverse location. The local data center and offsite backup location are both protected by UPS and an automatic generator. Both sites are in physically secure locations. The connection between the two sites is a private, encrypted connection.

***Will more of these same records need to be digitized in the future?***

There will be no need to digitize deed jackets in the future.

Commencing in 2015, the Assessor's Office started keeping property ownership history on the Computer-Assisted Mass Appraisal (CAMA) system. The CAMA system is backed up on a regular basis per San Juan County's IT procedures. The ownership information from 2015 forward is on the CAMA system and is available on-line for public access through the San Juan County's website.