

## 14 TECHNOLOGY TOOLS GRANTS AWARDED

Public Records Request Tracking: 7 (4 GovQA, 2 NextRequest, 1 JustFOIA)

Redaction Software: 3 (2 Adobe, 1 unspecified, 1 RapidRedact)

Scanner: 2 (1 +Airlift, 1 +Laserfiche)

Laserfiche: 1

AutoPortfolio email to PDF: 1

### City of Algona

#### What software/software as a service do you wish to purchase?

Cloud Based Box and Airlift Respond Software and scanner. This software package is ideal for smaller government agencies as it does not require a full IT team to implement and run. The company is located locally in Tacoma and the office staff can be trained on how to use the program for scanning, tracking, redaction, organizing, and managing emails, social media, etc. This package assists in retention schedules and when it's time to give action to documents.

#### How will this software/service help your agency's management and public disclosure challenges?

The City of Algona is looking to purchase Cloud Based Box and Airlift Respond Software and scanner in order to better manage our documents, emails, and social media retentions. Also to assist us with public record requests. We currently do not have any software to help with any of this. We keep track of documents on an excel spreadsheet with retention dates and actions. Currently if the city gets a records request, we have to go to the spreadsheet and search for the document, go into the shelf room or the box room and retrieve the file, scan the documents, redact the document, search all emails on each computer for documents, print them, and redact those. Then mail or rescan and email the request. This takes, staff time, ink, paper, ECT. Having the software will also help us to be able to pull documents up for viewing on our computers versus finding it on the spreadsheet, locating the folder, then make copies if more than 1 person needs it, then having to replace it and keep track of where it is. This will streamline our effectiveness in fulfilling requests and saving us money and time down the road. This software can be customized and added to as we grow and need additional components. We feel that it will help in human error of retention and forgetfulness and make us more organized and efficient.

**Amount funded:** \$5,500

### Asotin County

#### What software/software as a service do you wish to purchase?

Asotin County is looking to purchase public records request management software. Office staff will be trained on how to use the program for requests, responses, invoicing, management of records, and reporting. As a small County agency the desired software will also assist in tracking staff time. Software would allow Asotin County to meet the requirements for JLARC annual reporting. A large number of our current records requests are made to the Sheriff's Office. In order to increase efficiency and production, having software available to search and redact information meeting exemption rules is also important.

I have included 2 different quotes (decision not made and varies in pricing) for redaction software to use in conjunction with the public records management software.

**How will this software/service help your agency's management and public disclosure challenges?**

Public records management software will centralize requests, track requests, record staff time, invoice, and other public disclosure activities. This will allow Asotin County to prepare annual reporting to JLARC. Implementing software will provide efficiency and reduce duplication of searching for records that may have been previously produced.

**Amount funded:** \$15,000

**City of Centralia**

**What software/software as a service do you wish to purchase?**

GovQA - Public Records Services

**How will this software/service help your agency's management and public disclosure challenges?**

The Centralia Police Department purchased GovQA a few years ago due to the increasing number of requests they were receiving and the need for a system to help with the process. They have been very pleased with the product and we feel it is time to bring the rest of the City on board to establish a better system for processing disclosure requests. Requests will be logged, processed and tracked much more efficiently with GovQA in place.

**Amount funded:** \$4,300

**City of East Wenatchee**

**What software/software as a service do you wish to purchase?**

Laserfiche is a Centered Document Management Solution software, which is a vendor on the State's Master Contract list for ECM systems. This software has the tools and capacity to meet our growing needs in records management.

**How will this software/service help your agency's management and public disclosure challenges?**

This software will allow the City to efficiently scan and store all paper documents and electronic emails. This software will provide a search and retrieve function to assist in timely responses to public disclosure requests; also ensures future access to records regardless of format. The Laserfiche workflow tool will capture records as they are being produced, in a process that will save City staff time and money with the efficiencies it provides. Laserfiche allows the City to implement records retention policies according to current approved records retention schedules, providing a method to enforce enterprise-wide record policies.

I started my position as City Clerk in September 2017. As public records requests continue to increase, I am feeling uneasy with the current condition of our paper records. My biggest concern at present is the potential for loss of institutional knowledge in our Building and Planning Department, stemming from the anticipated retirement of several longtime (15+ years) employees in the next 3 to 5 years. Our City Engineer retired in December 2017, and our project files are not centralized. We have project files in the various locations, and we

are working towards organizing and centralizing all the paper project files to ensure we are able to respond to record request in a timely manner. We currently do not have a system/software/process for searching records other than manual review, and we would like to make use of the extensive knowledge of our longtime staff in developing filing structures that enhance our access to these records.

My approach to solving this problem is “what can we do now?” We have started scanning and electronically filing documents using Microsoft folders as a means for now. From this point forward, we plan to capture and store documents electronically for searchability. We will also set goals to have our prior paper documents scanned and filed into Laserfiche in the next 3-5 years. This grant will provide critical funding to acquire and implement a comprehensive records management solution for our city, ensuring our ability to appropriately retain, access, and otherwise manage our records.

**Amount funded:** \$45,000

### **Ephrata Police Department**

#### **What software/software as a service do you wish to purchase?**

We are hoping to purchase Adobe Acrobat Pro 2017. This product gives the ability to redact both documents and photos.

#### **How will this software/service help your agency’s management and public disclosure challenges?**

This software will really assist our Public Records Officer in her redacting of releasable documents requested as public records. We currently use white out and make copies to redact. This will make us just that much more professional. It is also cost effective for a small agency in that there is only the one time purchase and no annual fees.

**Amount funded:** \$500

### **City of Everett**

#### **What software/software as a service do you wish to purchase?**

We are seeking funds to purchase the following items:

- Canon DR-G1100 scanner with two year warranty/support.
- Laserfiche licenses for two workstations.
- Applicable taxes on the purchase of above.

#### **How will this software/service help your agency’s management and public disclosure challenges?**

Over decades, the City of Everett’s Human Resources Department has amassed boxes upon boxes of paper documents, many of which have long-term retention requirements. We are seeking technology grant funds to purchase and implement a Laserfiche system in Human Resources to digitize these documents and ensure the retention requirements are met.

Our primary goal is the digitization of Worker’s Compensation claims records, which are currently occupying an estimated 90 bankers boxes in a basement closet. As we are a self-insured entity, our retention periods for

these files range from 40 to 70 years after the close of the claim (GS50-06C-27 & GS50-06C-31). Our intent is to scan and toss these files per Washington State Archive's Requirements for the Destruction of Non-Archival Paper Records After Imaging.

Once this project is complete, we will continue to utilize the software and hardware, digitizing records such as our boxes of Department of Retirement System reports and other similar records with long-term retention requirements.

**Amount funded:** \$8,900

### **Ferry County Prosecuting Attorney**

#### **What software/software as a service do you wish to purchase?**

GovQA Public Records Management System

#### **How will this software/service help your agency's management and public disclosure challenges?**

Ferry County is a small county with a limited tax base. As such, our budgets are very small and tight and we have limited resources to help pay for many programs, including those mandated by State statutes such as public records management and response to public records requests. The number of broad and voluminous public records requests which still require response under the law often takes staff in the various departments away from their core and statutory duties. Currently, when public records requests span multiple departments, it takes valuable personnel time to assign someone to oversee the gathering of these records and to funnel the responses of the various departments through one point of contact for the requester. A significant amount of time is spent reminding the various departments of their obligations to provide records and to meet request deadlines. Additionally, our limited staff currently spends a disproportionate amount of time organizing, sorting, redacting, scanning, and copying records, which also takes them away from their core and statutory duties. The software we would like to purchase with grant funding will digitize the request process, as well as streamline and consolidate communications between the various departments. It will allow the departments to upload responsive documents directly into an electronic system where it can be electronically redacted. It will consolidate all responses and communications regarding a request into one searchable system and will also streamline the invoicing and payment for records. In conclusion the public records management software will save our departments' valuable time and money while effectively fulfilling requests in a timely manner.

**Amount funded:** \$17,000

### **Port of Friday Harbor**

#### **What software/software as a service do you wish to purchase?**

3 perpetual licenses of Adobe Acrobat Pro 2017

#### **How will this software/service help your agency's management and public disclosure challenges?**

Acrobat Pro will be used to generate searchable and secure electronic documents both from digital sources as well as Optical Character Recognition of scanned documents. It will also be used in public records requests to redact information as required.

**Amount funded:** \$1,200

## **City of Kalama**

### **What software/software as a service do you wish to purchase?**

JustFOIA provided by MCCi. After reviewing several programs, we feel the City will get the most for the money from this program. The program will be usable by all departments within the City including the Police. City is requesting funds to cover the set up costs and a two year subscription for the software.

### **How will this software/service help your agency's management and public disclosure challenges?**

Currently the City responds to requests either with paper or electronic pdf files if possible. Either a paper record or a computer file record is kept on the request showing all communication. When requests require files from several departments, tracking and management of the response is extremely difficult when done manually. Not all departments have access to the computer file to place the materials as they are located. This software will allow the City to move from a basically paper/spreadsheet system that is not well organized to a process that will be easily trackable to ensure compliance with all laws. There will be centralized tracking of each request along with electronic access by all City departments and the requestor. Up until a year or so ago, the City has not regularly received a large detailed public record requests, but as we grow we are getting more detailed requests all the time. The City wants to meet all requirements of the laws in providing information to the public. We have limited resources to add staffing to cover additional time that is required when filling public records requests, so having a streamed lined system that all departments can access will improve efficiency and effectiveness in managing requests.

**Amount funded:** \$5,625

## **City of Marysville**

### **What software/software as a service do you wish to purchase?**

Rapid Redact Desktop

Rapid Redact supports all document and image types, scanned or digital, including Microsoft Office, Emails, and PDF documents. This program is easy to use and you can start redacting minutes after it's installed. Rapid Redact has the ability to identify sensitive information such as credit card and social security numbers. The software also includes predefined exemption codes from the FOIA, Privacy Act, and Washington State code. Customized exemption codes can also be added. Once the document has been redacted, the reporting feature automatically generates an exemption log report which states the type of information redacted, how many instances were found, what page the redaction can be found, and the exemption code used.

AutoPortfolio is a plug-in for Adobe Acrobat software. It is designed for converting emails and attachments into PDF format. The software works with PDF Portfolios that are widely used for storing and exporting emails from Microsoft Outlook and other email clients. We have contacted several resellers to receive a quote and have been unsuccessful. We will need to purchase the software directly from the Evermap.com website. The cost from their website is attached.

Rapid Redact Desktop \$1,890.00  
AutoPortfolio \$799.00  
Tax 9.1 % \$244.70

**How will this software/service help your agency's management and public disclosure challenges?**

Rapid Redact Desktop

The City of Marysville is looking to purchase Rapid Redact to significantly reduce the amount of time it takes to redact documents for public records requests and legal documents. This will allow us to meet our deadlines much faster and remain in compliance with the Public Record Act. Its effectiveness will allow staff to allocate resources on other tasks.

AutoPortfolio

The City of Marysville is looking to purchase AutoPortfolio to significantly reduce the amount of time it takes to convert emails to PDF for public record requests. The majority of our public record requests include large amounts of emails. Typically, most requesters are unable to view emails in native PST format due to lack of computer knowledge. Our public record requests can include over thousands of emails which we need to be converted to PDF for the requester to view. Clicking on each email and converting to PDF takes a significant amount of staff time.

**Amount funded:** \$3,000

**Monroe School District 103**

**What software/software as a service do you wish to purchase?**

We plan to purchase an annual subscription with unlimited users to NextRequest all-in-one platform for managing public records requests. This platform includes; Work flow tools, document hosting & management, administrative tools (user & dept. roles and permissions), dashboards, custom reporting, request diversion, regular product improvement and feature updates, redaction module, invoicing and payments. NextRequest offers ongoing customer service support, security features and is entirely web based. It offers unlimited users access across agency, not per seat or user fees.

How will this software/service help your agency's management and public disclosure challenges?

**Amount funded:** \$7,300

**City of Mount Vernon**

**What software/software as a service do you wish to purchase?**

GovQA Public Records Requests Management System.

**How will this software/service help your agency's management and public disclosure challenges?**

The Monroe School District has recently been researching electronic management systems to assist with public records due to the overwhelming number requests that involve email. Our number one priority would be an online portal that could help with the de-duplication process which would in turn lessen the volume of email an individual would have to touch or read. Some of our requests involve hundreds of thousands of emails

which must be searched, redacted, updated and released to a requester. Having a system with the capability of streamlining this process would eliminate the possibility of mistakes that could lead to excessive legal fees. Other assets of this electronic management tool include an application process which a requester could more easily interact, receive updates, or find what they are looking for online. It would also assist us in guiding a requester from the point of the initial request right through to the release, including offering online payment options. We currently have only one person reading, redacting and releasing email for public records. This employee is also in charge of manually logging requests and retaining records which contain pertinent information. NextRequest would have the capability of logging in real time, redacting emails, upload public documents such as budgeting etc. to a searchable portal, de-duplication of email, tracking, and all of the other components necessary and required for ESHB 1594 (JLARC) reporting for Washington State. Our current process is cumbersome and labor intensive. It requires the use of multiple software systems and importing/exporting of files into and out of these systems. This results in additional manual processing and resultant opportunity for error. We feel having an electronic management tool would save time, increase the productivity of the employee, and ultimately create a better experience for the requester.

**Amount funded:** \$8,900

### **City of Pasco**

#### **What software/software as a service do you wish to purchase?**

Public Record Request Software [NextRequest]

#### **How will this software/service help your agency's management and public disclosure challenges?**

Currently we use an old ACCESS database that does not meet the new State reporting requirements and is very limited. I see many surrounding jurisdictions using some type of software program. I contacted personnel at these cities and they all stated how much the PRR software has helped them reduce time and work. In addition to this database, I am also using a large spreadsheet (thirty fields) that a neighboring County gave me access to in order to start tracking the metrics that the JLARC Agency Guide recently published. I print out a report from the information in the ACCESS database to help me track when requests are coming due. It is quite labor intensive and I do this along with my other City Clerk duties. I fill an average of 250 requests a year; in addition, we have a number of requests from one requester going out to year 2023. There is always that "worry" about missing deadlines associated with requests. The steps I'm currently taking to do public record requests are lengthy and software would definitely help streamline the process for me and be of great value to our City.

**Amount funded:** \$13,300

### **Spokane County**

#### **What software/software as a service do you wish to purchase?**

GovQA Public Records Management System. GovQA is an enterprise-wide public records management system that will enable County records coordinators to easily track incoming requests and monitor responses and production. Better yet, GovQA features a public-facing side that is designed to increase transparency by creating a County-branded public portal where citizens can submit records requests, track the response, view past requests by other citizens, and examine the production. Moreover, GovQA includes tools that empower

citizens to communicate with others who have made similar requests in the past so they can learn from their experiences. GovQA also includes a feature that reduces the number of requests by comparing them with similar requests in the past, and presenting the requester with possible matches that may answer their questions.

**How will this software/service help your agency's management and public disclosure challenges?**

Spokane County Government is an amalgam of 55 distinct agencies and departments that received thousands of public records requests each year with no central public records management system. Each department is staffed with a handful of trained records coordinators who receive, log, respond to, and track requests individually. Department records coordinators are typically employees who handle records as a regular part of their duties, but they are minimally trained and have many other responsibilities. As a result, County-wide management of public records is an unpredictable patchwork of methods that often result in confusion and substandard responses. With GovQA, the County can centralize receipt, fulfillment, and tracking of public records requests, which will not only improve the consistency of responses, but allow us to expand transparency with a database of past requests that any citizen can access from the County website.

**Amount funded:** \$45,000