

## 15 DIGITIZATION GRANTS AWARDED

### Beacon Hill Water and Sewer District

#### **How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

Beacon Hill Water and Sewer District (BHWSO) has been using paper maps and plans dating back to 1946. Due to an increase in development in our service area in recent years, we are receiving an increasing number of public records requests for information about the location of existing service lines, service availability, utility locates, etc. Our ability to respond in a timely manner is often hindered by the poor condition of the drawings and the cumbersome system of filing.

#### **How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

All the project plans and as-built drawings need to be retained permanently. Most of the plans are large format (24"x36") drawings that are on hanging files, roll or flat files. District staff have a challenging time finding the appropriate plans when needed as they often must go through many drawers or racks to find the right plan set and some of the paper copies are deteriorating to the point of being unusable. The older plan-sets are fading and starting to become illegible, or the paper is easily torn. If we don't get the records digitized soon, these plans will be lost forever. Many of these are originals, and we need to get them to State Archives after getting working copies available at least in digital form.

#### **What type of records will be digitized?**

As-Built Drawings Appraised and Selected for Archival Preservation, GS50-18-06 Rev. 1  
Paper over 11x17  
Paper 24x36 and over (ie, wide format hanging files, rolled files, flat files)

#### **What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

Date Range: 1946 - 2017  
Total number of: hanging files (sheets): 1400; rolled files: 1400; flat files: 1500  
Thus, Total drawings: 4,300

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

We would like to have the maps and plans digitized to help us more efficiently respond to records requests in a timely manner. With the old records digitized, we will be able to pull up the drawings immediately on the computer, or be able to search by keywords. We can then zero in on specific parts of the plans for printing or sending files to those that request it. This will be much faster than the current search method for the paper plan set and hauling it to the printer to print out smaller sections of the large format plans.

#### **What improvement in records retention, management and storage costs are expected?**

This grant will help with records retention by replacing the fragile paper records with a digital version. Records searches will be more efficient and save staff time and money. Storage space will be minimized

as the plans will primarily be stored on the District server. It will provide us with the foundation and the means for adding future project plans. Future developments or District projects will be required as part of the project cost to provide the as-built plans on digital format, which can be added to the digitized files from this grant. We need assistance to get started, but going forward staff will be able to maintain the files as part of our normal operations.

**Amount Funded: \$16,000**

### **Birch Bay Water and Sewer District**

#### **How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

We have approximately 100 banker boxes of archival capital project related records. The records have accumulated over the 50 years our District has been operating and include the merging of Districts #6 and #8 capital assets which created the District.

Currently there is not a consistent filing system to find records in a timely manner. The records are boxed according to project, but do not have a thorough index or catalog. The retrieval process of these records is daunting and can take days to locate a specific record. We need to be able to locate these records immediately to react quickly in emergency situations.

#### **How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

The current archival record storage space is located in our Water Department Operations workshop garage. Records are stored on open shelving and are exposed to the working conditions of the garage, elements of weather (moisture, heat, dust), and susceptible to infestation of rodents and insects. There is rodent contamination and destruction evidence in some of the boxes (see attached photos). The ambient temperature is not controlled due to the openness of the overhead garage doors, which is leading to the decay of records. See attached photographic evidence.

#### **What type of records will be digitized?**

Our records include capital asset records (DAN #GS55-05A-06), Construction Project Files ( DAN# GS550-18-10), As-Built Drawings ( DAN #GS550-18-06) Water and Sewer Comprehensive Plans (DAN# UT55-06A-22), Pollution Control Reports (DAN#UT55-06A-15), History Files Sewage Treatment Plants, Biosolids Disposal (DAN # UT55-06B-07). Most records are unbound paper, and under 11x17. Maps and drawing are included and can be up to 24 x 36 in size. These records are all designated as archival. We also have non-archival records, Pipe Records (UT55-06A-13 Rev. 0), Valve Records (UT55-06A-20 Rev. 0), Meter Records (UT55-06-12 Rev. 0), and Grinder Pump Maintenance and Location Records (UT55-06A-08 Rev. 0). These records are not archival but are essential for new projects that arise.

#### **What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

Records date from 1968 to 2017. The estimated amount of records to be digitized is 100 boxes, with an average of 2000 sheets per box, for an estimated total of 200,000 records.

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

By digitizing our records we will be able to access information in a matter of minutes, instead of days. As records are digitized they will be uploaded and connected to a GIS system. In the future, we will be able to type in an address in our jurisdiction and see the digitized records showing the related capital records. As an example of our commitment to preserving permanent records, in 2016 we implemented an online Board governance software and digitized all historical Board of Commissioner Meeting Minutes.

**What improvement in records retention, management and storage costs are expected?**

With the digitizing of records, it will improve the amount of time staff spends on locating the correct records. Recently, an archive project needed to be located to verify the exact location of a sewer line. That took three staff members awhile to locate the correct information. Our archive capital asset records are essential to our business but are deteriorating due to exposure to the elements and damage done by rodents (see attached photo). Our record management process will be improved greatly as we will be able to assign a unilateral filing naming system to locate records efficiently with minimal staff time. We will also be able to implement a record retention system to dispose of records in a timely manner.

The District looks forward to many more years of construction related projects as we are growing and needing to replace aging infrastructure. We will be digitizing new records as they are created, to prevent a back log of this proportion. In 2017, a high resolution network printer and scanner was also installed to scan all new records. This scanner can accommodate regular paper (8x10, 11x17), but it cannot do larger maps. Larger maps in the future will need to be sent to an outside vendor.

**Amount Funded: \$17,555**

**Bremerton Housing Authority**

**How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

The Bremerton Housing Authority (BHA) is the public housing authority serving the City of Bremerton, providing safe and affordable housing. BHA is in the process of bringing Public Housing property management in-house from a third party management company. As part of the process we will be taking over the on-site paper tenant files for 11 properties. These records currently reside on-site across 4 different properties' offices, as well as Moved Out/Terminated tenants, inspections, and collections files which are stored off-site with Iron Mountain.

Public Records Requests come in to our agency's main office and are processed there.

BHA has two on-site property managers. Upon receipt of a Public Records Request which involves records stored on-site, the managers travel to the property where the appropriate files are stored, find and retrieve the relevant records and then scan and email them to our Records Officer to produce a response. Since some files can be very large this process can be time consuming and sometimes requires breaking down the scanned files into multiple pieces due to email attachment size limitations.

If the Public Records Request involves records stored off-site, they must be requested from Iron Mountain by our Records Officer at a cost of \$90 a box. It typically takes 1 day to receive boxes from Iron Mountain after they are requested. As the Public Records Request responses are prepared and redacted electronically, any records retrieved from Iron Mountain also need to be scanned, taking

additional time. Public Records requests related to these records account for about 20% of the requests we receive.

**How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

Most of these records are retained for six years after a tenant moves out or is terminated; the longer someone is a tenant the greater the volume of records being retained for them.

Due to limited on-site storage space, long term storage of our files is done off-site at an additional cost. Moved Out/Terminated tenant files are transferred from on-site storage to our Records Office who prepares them for storage at Iron Mountain. BHA pays Iron Mountain a monthly fee to store the records until their retention period has past, at which point BHA pays Iron Mountain to destroy them. Iron Mountain charges \$13 a box to destroy records. Records that are managed and purged from our ECM system after their retention has been met do not have any additional cost to us. If the current paper files are damaged, for example by fire or flooding, there is no means to recover them.

**What type of records will be digitized?**

The records are tenant files made up of paper under 11x17 stored in multi-tab file folders. The files include records from the following DANs from the CORE and the Housing Authorities Records Retention Schedule:

GS50-03B-14 Rev. 3  
GS2012-037 Rev. 0  
HA60-01-51 Rev. 1  
HA2014-001 Rev. 0  
HA60-01-52 Rev. 1  
HA60-01-08 Rev. 1  
HA2014-002 Rev. 0  
HA2014-003 Rev. 0  
HA2014-004 Rev. 0  
HA2014-006 Ver. 0  
HA2014-007 Ver. 0  
HA2014-008 Rev. 0  
HA60-01-47 Rev. 1

To complete this project, the files will be reviewed and prepped for scanning by our agency staff, including removing staples, separating records, and inserting barcodes. The vendor will pick up prepared records in batches, scan them, apply the specified indexing, quality check the images, and provide us the digitized copies and corresponding indexing information. We will then import the scanned records into our electronic (ECM) system which will automatically apply additional related indexing keywords. We will then verify the file import as well as the image quality and indexing. The files will then be available from any of our computers to any staff in our company with the appropriate rights. Based on previous experience with similar projects we anticipate this project will take 2-3 months to complete.

Cost breakdown:

File retrieval from Iron Mountain (69 boxes) = \$1765  
Staff time to prepare files for scanning (estimated 83 hours X 16.82/hr) = \$1396.06  
DIP (Document Import Processor) Module (1 month) = \$1500  
File scanning by vendor = \$16,209.80

Based on our previous in-house scanning experience, we estimate it would take 3 agency staff about 90 days to scan these records (at about 3000 pages scanned and indexed per day), costing the agency approximately \$36,909. Due to the vendor's expertise, specialized equipment and software it is considerably more cost effective to have the work performed by the vendor.

Through this project we will address several of the Archives' 10 Leading Practices:

Tools will be available to agency staff to access, manage, and retain these records through our ECM software.

Staff will be trained on how to scan and store records electronically.

Staff will better understand retention requirements through preparing the records for scanning.

The records will be organized in our ECM system, with the appropriate access security and retention policies applied.

Records will be maintained for the appropriate period of time, including Legal Holds, with the help of the Records Management and Retention module of our ECM system.

Records will be destroyed after their retention period using our ECM systems' event based or automatic date based retention, as appropriate.

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

The date range of records to digitize are primarily from 2009 through September 2018, although some tenant file records may date back decades depending on the length of their tenancy. This includes approximately 415 current tenant files and 425 past tenant files consisting of approximately 274,300 pages. Each tenant will contain 16 or more records depending on the length of tenancy, number of family members, and amount of activity.

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

We estimate that having the files available electronically will reduce the amount of time required to respond to Public Records Requests for these properties by one day.

Files for all of the properties will be able to be queried and pulled for public records request from one system. Records can be efficiently gathered and presented to the Records Officer from the ECM system without the need to visit a specific site and search through the file cabinets and folders. Since the records will already be electronic there will be no need to scan them in for assembly and redaction. The Records Officer will no longer need to request boxes from Iron Mountain to fulfil records requests, saving us upwards of \$90 per request.

Newly generated records will be scanned by the on-site property managers for storage in our EMC system so that the historical records as well as all new records will be centrally stored, retrieved, and managed electronically. The on-site property managers will be trained on scanning new records using their multi-function copiers and on indexing the records in our ECM. Our agency is committed to digital imaging and allocating the resources necessary to capture new files in house going forward. This will ensure records are captured at time of receipt so we will not end up with a backlog of un-imaged records.

**What improvement in records retention, management and storage costs are expected?**

As we already license our ECM software there will be no additional costs to bear for the software going forward.

Managing the records through our ECM rather than in paper will mean less supplies needed (i.e. file folders, an average cost of \$4 per tenant file), less real-estate consumed by on-site storage, and no need for offsite storage.

With an estimated 69 boxes of files being pulled from storage and scanned, at a monthly cost to store boxes offsite of \$0.41/box per month, we can expect to save an estimated \$340 in storage cost the first year alone.

As we will not have to send additional boxes to off-site storage we will save more year over year.

Typically we send about 20 boxes to storage a year, which adds an annual cost of about \$98.

In addition we will not need to pay Iron Mountain to destroy the boxes of records that are at the end of their retention period, saving us \$13 per box. With an average storage time at Iron Mountain of six years, this will save us about \$42 over the lifetime of each box of records, between monthly storage and destruction fees.

The cost to retrieve a box from storage is \$90. We will save an estimated \$500 – 1000 a year on retrieval of boxes to fulfil Public Records Requests.

The task of scanning newly created records is built into the property manager's job duties. This will ensure records are captured upfront and prevent a backlog of un-imaged records.

Our licensing includes Records Management/Records Retention module which will allow us to apply both automatic static retention periods and event based retention periods to the records as appropriate, as well as Legal Holds, greatly improving our efficiency and lowering the overhead to properly retain the records.

Storing these records in our ECM will also provide disaster recovery abilities as our system is backed up on premise and to a cloud repository daily. If we are hit with a disaster which destroys our on premise systems we will be able to recover all the records in our ECM from backups.

We estimate that upon successful completion of this project our agency will save at least \$1480 the first year alone in storage, retrieval, destruction, and supplies. We anticipate saving even more going forward as the number of records increases.

**Amount Funded: \$16,200**

### **Bremerton, Port of**

#### **How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

Currently, on the public records side of the issue, the Port has a few citizens who have been known to voice their concerns over potential marina and airport environmental and noise related impacts in meetings. This inevitably leads to an increase in records requests for many of the industrial, airport and marina drawings and project files. Not having the records requested digitized open the port to potential litigations due to not being able to meet the public records requests in a timely, efficient and accurate response by providing records in their entirety per requests. Our public records officer spends approximately 420 hours a year researching and compiling requested materials (that is 2.5 months a year alone!) In addition to public records requests, public disclosure is required for the project contractors in charge of the construction need to review the below referenced records. More often than not, they specifically require high resolution electronic copies so they can apply digital overlays. Since the addition of an Airport Manager, Director of Business Development, and Chief Operations Officer the Port of Bremerton has had a significant increase in the number of construction projects and projected construction projects taking place on industrial, airport, and marina property. Throughout this grant request, you will see that the Port of Bremerton has not only a plan to be successful, but we also have the support from our Commission, Executives and Directors to make this happen. In addition to having the staff to fulfil this grant award within the allotted time frame, we have adopted the 10

leading practices, attended various trainings over the past few years, and have worked to develop procedures to ensure sustainability in the process.

**How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

Not having the records digitized means that they are located in various locations, some onsite, some off site, and some in a different city. This makes it extremely difficult to ensure that retention periods are being held to in the highest of standards. At the moment the Port is growing faster than it is able to expand its office space. Until The Port of Bremerton is able to get approval for a new office building, the best option is to use space more efficiently and digitize in an attempt to accurately and effectively store current files on site versus the storage cabinets in the various locations. Many of the drawings are nearing a point where scanning them will no longer be an option due to degradation, well before the retention period has been met. We need to have them scanned and preserved for the future. Once the scanning process is finished, we would like to send our drawings to Washington State Archives for permanent retention. With the adherences to the leading practices and building records management, moving forward the Port will be self-sufficient in maintaining the work done.

**What type of records will be digitized?**

As-Built Drawings, DAN = GS50-18-06, Rev. 1

Construction Projects, DAN = GS50-18-10, Rev. 1

Facility Systems/Equipment, DAN = GS50-06B-22, Rev. 1

Jurisdictional Reference " Maps and Drawings, DAN = GS50-18-38, Rev.

Drawings & Maps: GS50-18-06, GS50-18-10, OFM (RCW 40.14.010)

Project: 7.6, GS50-18-10, FEMA,

\*The requested records to be digitized are a mix of paper and Mylar, with various sizes ranging from letter up to Arch D. The Port has been prepping said records to save costs by removing tapes, staples, bindings, flattening records and has a spreadsheet index for a large portion of the maps/drawings portion of this request.

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

Washington State Archives estimated 72,000 scanned documents total between the project files and maps and drawings.

Maps: 1940's to current; Projects: 1995-2017

The records requested are for buildings, maps and projects that the Port still owns, and experiences records request in addition to development reference requests.

As stated previously, to cut down on costs, the Port has been working on removing tapes, staples, bindings, flattening records and has a spreadsheet index for a large portion of the maps/drawings portion of this request.

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

Overall, in digitizing the Port's maps and drawings through this grant, it would assist our accessibility for public records request, review and organization exponentially. As stated, we currently spend approximately 420 hours (10.5 weeks/yr. or 5 hours a week) fulfilling requests. By digitizing the requested records, we further estimate a 90% decrease in staff time, resulting in only 42 hours a year (1 week, +2hrs.) being spent moving forward. Currently, the maps and drawings are stored in a large 20

drawer system, and stored on top of that unit as well. This drawer system is difficult to access, organize and keep organized, as frequent access from various departments makes it hard to stay consistent with the filing/re-filing of documents. Digitizing would increase accessibility to all members of the port, whether it be for records requests, development research or project planning, grant request, or maintenance while also keeping the documents readily available and not go missing or laying on a desk.

Our Public Records Officer does an amazing job when requests come in. She works hard to provide the requested information in a timely manner. As the port is a multi-faceted, multi-location organization, it can be challenging at best to ensure all information is collected and paper copies of engineering drawings can be especially time consuming to have produced for public records requests. Some advantages to our records being stored electronically are: reducing the need for physical space; reducing wear and tear on originals, facilitating indexing, searching, and retrieval; and allowing for multiple access points - all which will serve as a means to provide significantly better and more timely accessibility to the public records requester.

When it comes to our project files, we access those files regularly for records requests and research for current and upcoming projects. Currently, the project files are kept in a storage unit that we drive to, and digitizing these files would allow us ease of access for public records requests, grant proposals, planning and preservation of historical documents. This past year, the port has worked diligently on organizing our project files, while working on processes to go paperless with the new files moving forward.

#### **What improvement in records retention, management and storage costs are expected?**

In having these records digitized, it will fix our current problem of backlog of documents needing digitization for records requests while limiting our liability for litigations. As stated, the Port has done a significant amount of ground work, which includes spending the last year building better records management. The port has already completed sorting, organizing, and working with archives to either archive or destroy over 210,000 files. During that process, designing and developing strategies to adhere to requirements and compliance moving forward. We know that the records on hand have either not met retention or have archival value and need to be digitized. The Port further worked this past year on organizing our files further by completing a new storage facility for our files to go into, due to limited space. The storage facility is a great addition, however it is not located in our building and further adds time to our requests and research as we spend approximately 10 minutes getting to the facility, and 10 minutes back to the main building for each record requested. Moving forward, we have a plan as well. We have the tools, equipment, and staff to continue with the scanning of documents in real time, maintain the retention and store those records according to state laws. We already have the support necessary to be successful with this project (Commission, Executives, Directors, and staff). We will continue to attend trainings and utilize the tools and resources that we have received from WA ST Archives and other agencies.

For our Director of Business Development, digitizing would allow for work that has already been done to be shared with potential clients, investors and tenants. This in turn is a cost savings that then lowers the threshold to these potential businesses, and potentially brings jobs and growth to Kitsap County.

For the 2 marinas that the port owns, operates and maintains, having documents available on a drive would make it easier and expedite the permitting process, maintenance work, repair estimates, and emergency situations as we could reference the documents electronically and send them to engineers and contractors quickly and efficiently. The marinas account for several drawers of drawings along with

numerous project files that our Chief Operations Officer utilizes on a daily basis. Some days our COO spends his day traveling between various locations with documents and working with the maintenance crews, contractors and engineers. Having documents available electronically would assist with the marina operations, and decrease the need for travelling with several drawings and documents.

Our Airport Manager, Tim Mensonides, constantly needs to reference and share the maps of the airport, layout plans, and drawings for various reasons including: FAA grants and projects, preparing and planning future projects, and maintenance of the airport, hangars, and industrial park. Having these files readily available on a drive would allow him easy access to the necessary documents to be efficient and effective airport manager. Tim, who is celebrating his first year with the port, has been an amazing asset and states that having access to past "as-built" documents electronically would be a huge help, as those are the drawings he has been most focused on in planning for the airport future.

We are a small agency, with fewer than 40 employees that has worked extremely hard to get to the point where we are today with our records requests, records management, and transparency. This is the one problem we are not able to fix without assistance, but can assure we have the processes and plans to maintain it moving forward.

**Amount Funded: \$34,000**

### **Cowlitz County PUD #1**

#### **How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

Job orders are permanent records held by Cowlitz PUD and date from current back to 1940. Job orders contain historical information that is referred to several times a week by Cowlitz PUD employees and by the public through public records requests. Locating a job order can be time consuming as they are stored in multiple locations: vaults, file cabinets, employee's desks, vehicles, or interoffice mail between the Cowlitz PUD's Main Office and Operations Center. This problem will not cure with time, as these records will always be relevant.

For the year 2016, a total of 42 requests were received, 4 were work order/job order related.

For the year 2017, a total of 33 requests were received, 3 were work order/job order related.

For 2018, we have received 26 requests so far, 6 have been work order/job order related.

Employees are also searching for job orders through the course of their regular work. If these records were kept in a searchable, digital format, employees would be able to locate in minutes what has been taking hours to find.

#### **How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

Our job order record numbering sequence has been repeated 4 times in the last 80 years. This means that an employee needs to know the job order number and the date in order to find the correct information. Many times the records have been misfiled in the correct job number sequence but wrong year. These records are physically stored in the Main Office in multiple locations: vaults, file cabinets, employee's desks or vehicles. Employees at the Operations Center and Main Office access these physical records daily. Cowlitz PUD's Operations Center and Main Office building are approximately 2 miles apart. Records are transported in vehicles, interoffice mail, misplaced, misfiled, or accidentally destroyed. Additionally, some of the records are beginning to fade and deteriorate, some have been

inadvertently torn, folded or wrinkled, or damaged from stapling, removing staples to copy and restapling. Cowlitz PUD is concerned about the quality of these records. If they were retained digitally, the quality would never decrease.

**What type of records will be digitized?**

DAN# UT50-06B-28 0 Work Orders Electric Power Systems Retain for 5 years after clearance to plant account then Destroy. 18 CFR 125.3 17 (b) 5 years after clearance to plant account, provided continuing plant inventory records are maintained; otherwise 5 years after plant is retired. These records document work that has been completed in our service territory and will continue to be used as historical and permanent information.

Job Order records are physical packets of paper (mixed in size that are stapled together and have varying paper sizes (letter, legal, 11x17 and 24x36) and types (Sepia, Vellum, and Photographic). These records are stored in a climate controlled building but are beginning to suffer wear such as creases, tears, holes, soiling from finger smudges, exposure to lights and non-archival storage boxes. Current storage is approximately 220 cubic feet and have run out of space. Records boxes are kept on shelves and the floor of both vaults. Some records are stored in filing cabinets due to shelving limitations.

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

There are approximately 220 boxes of job order records currently at Cowlitz PUD. Each box contains approximately 400 job packets (assumed average page count per packet is 5). They range from 1/1/1940 to current. We are currently on our third box in this digitizing project. It takes approximately 1 week for our vendor to scan the contents of one box. Our goal for completion from October 1st 2018 - May 31st 2019 would be 30 boxes. We are working with J2 Blueprint Supply Co. in Vancouver Washington for the scanning portion. Cowlitz PUD has budgeted to hire a temporary person to ensure quality control, inventory the physical records, index and apply metadata to the digital records making them easily searchable district wide. Our process includes: manually inventorying the contents of the box, entering the job order number, date, address, city and customer/business name of each job order into an excel spreadsheet, sending the box to J2 for scanning, receiving the box back and downloading the scanned images to a network share, manually inventorying the contents of the box to ensure we received each packet back, manually verifying 1:1 the quality control of each page of each image (scanned image is rotated or double sided), entering the file name into the spreadsheet for future access by the metadata entered. This internal process takes approximately 8-12 hours per box to complete. As indicated above, scanning time per box is 1 week, with an approximate fee of \$550 per box. Scanning costs for the 30 boxes anticipated to be complete by May 31, 2019 totals \$16,500.

About the Expected Results

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

Digitizing these records in a format that is easy to use, keyword searchable and has an index of metadata with dates, job order numbers, addresses, and customer names will allow for quick, efficient, and errorless responses to public records requests and the ability to proceed with daily work without the need to wait for an employee to return from vacation, or locate the missing file. It is anticipated that a file would take mere seconds to locate, rather than the current physical search that sometimes takes days before a record can be tracked down.

**What improvement in records retention, management and storage costs are expected?**

The largest anticipated improvement will be the efficient use of the records. Using artificial intelligence to locate the information rather than physically digging through boxes in the vault. Digitizing these paper records will preserve them for the future, or in the event of catastrophes such as fire or flood. The job order process is currently hybrid, job orders are born digital from our ERP system, modified physically, and maps are edited in ESRI and stored both digitally and physically with varied notes on one or both of the copies. Scanning will continue until the records are completely digital. More recent job order records that aren't in as poor condition will be scanned internally. Currently we are investigating technology solutions for our field workers as well as implementing an ECM system in the third quarter of 2019.

**Amount Funded: \$16,500**

**Dayton, City of****How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

In the non-digitized world of public records the impacts to responding to a records request in a timely fashion can be near impossible to quantify. From searching and locating the paper document to reviewing it to ensure that it meets the records request can be an exceedingly time consuming process. In addition, at times, gathering paper records can be a frustrating obstacle for all involved, especially in meeting transparency needs and wants in a timely manner.

Recently the City received a public records request for an electronic copy of all minutes that discussed the City's dump before 1978. The City's first City Council meeting was held in 1892. Providing the requestor with a reasonable estimate of time for fulfilling this request included an approximate time to read about 3,000 pages of city council minutes at about one hour per day. The City determined that 16 weeks was a reasonable estimate time to fulfill this request. I feel very confident to say that had these records already been digitized and easily searchable by simply typing the word dump that the reasonable estimate of time would have met the definition of "timely manner".

**How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

The City of Dayton does not necessarily have issue with meeting minimum retention periods for ordinances, resolutions, city council minutes and cemetery records. However, the City does have significant concern towards not being able to protect the historic value of these archival-type documents. As they stand, in paper format, they are susceptible to loss from natural disasters or human error. Digitizing ordinances, resolutions, minutes and cemetery records would ensure a lifetime of retention for each of these irreplaceable historic type documents.

**What type of records will be digitized?**

Bound Type Paper Size (in inches) Record Series/DAN  
Permanent 8 1/2 x 13 1/2 GS50-05A-16 Rev. 1 Ordinances  
Permanent 11 x 15 1/2 GS50-05A-16 Rev. 1 Ordinances  
Loose Legal GS50-05A-16 Rev. 1 Ordinances  
Permanent 10 x 14 3/4 GS50-05A-16 Rev. 1 Ordinances

Post 10 x 14 3/4 GS50-05A-16 Rev. 1 Ordinances  
Post Legal/Letter (Mixed) GS50-05A-16 Rev. 1 Ordinances  
Post 8 1/2 x 11 GS50-05A-16 Rev. 1 Ordinances  
Loose Plat Size GS50-05A-16 Rev. 1 Ordinances  
Post 8 1/2 x 11 GS50-05A-16 Rev. 1 Resolutions  
Permanent 7 3/4 x 11 1/2 GS50-05A-13 Rev. 2 Minutes  
Permanent 10 x 14 3/4 GS50-05A-13 Rev. 2 Minutes  
Post 10 x 14 3/4 GS50-05A-13 Rev. 2 Minutes  
Post 8 1/2 x 11 GS50-05A-13 Rev. 2 Minutes  
Loose 4 x 6 Index Cards CE50-35-03 Rev. 0 Interment Records  
Post 10 x 11 CE50-35-04 Rev.0 Section Book  
Post Plat Size CE50-35-05 Rev.0 Section Maps

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

The date range is from 1892 thru 2018. The total number of records to be digitized is approximately 17,000 documents.

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

The City expects to decrease response time significantly through digitizing its ordinances, minutes, resolutions and cemetery records. Again, quantifying the "improvement to response time" is difficult; however, based on research, it reduces response time up to 1000 times. An example that may portray such an improvement is this: The City received a public records request for all ordinances that pertained to a specific type of land use amendment. At the time, the City's ordinances were indexed from 1992 to current. To fulfill this records request, the Records Officer had to review each ordinance pre-1992 or approximately 1,400 ordinances. This records request took several weeks to complete. By digitizing into a searchable format, a similar request could be completed with in days, or less. Digitizing will significantly improve the City's response time of similar public records requests.

**What improvement in records retention, management and storage costs are expected?**

Digitizing our ordinances, resolutions, council minutes and cemetery records will have an array of benefits. They will be safe and secure from any unpredictable events; compliance with archival retention schedules; access of documents within seconds, anytime and from any location reducing the stresses of paper management; organized tracking of these important documents; and, although the initial investment into digitizing can be burdensome and costly, it will reduce labor costs significantly and create an ease of use for staff and requestors of these types of public records.

**Amount Funded: \$9,700**

**East Wenatchee, City of**

**How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

Not having our records digitalized means that we have binders, books and, piles of Ordinances, Resolutions, Meeting Agendas, Meeting Agenda Packets and Minutes in our vault. Not including other records that are non-achievable.

Paper records are not easily searchable which slows our ability to locate responsive records when responding to public records requests. While searching we have to leave our work area; records could be accessible and searchable on our computers once digitalized. The time it takes to sort through paper records increases response time significantly depending on the requests made and how the record was filed.

**How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

Not having our Ordinances, Resolutions, Meeting Agendas, Meeting Agenda Packets and Minutes digitalized means that they have not been transferred to the State Archives. We have records dating back to March 1935.

Having paper records stored in our vault may impact our ability to meet retention due to loss or damage before we have an opportunity to digitalize and transfer to the state archives.

**What type of records will be digitized?**

My goal is to digitalize the City's (paper records) Ordinances, Resolutions, Meeting Agendas, Meeting Agenda Packets and Minutes (DANs GS2011-173 and GS50-05A-16). Also, the Annual Budget Reports (GS50-03D-08); WA & Federal Audit Reports (GS50-03F-02) and Annual Financial Report (GS2011-189).

Currently, all records are paper format stored in binders, boxes, and small piles in our vault. Added note: our vault is not fire resistant.

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

My goal is to have all Ordinances, Resolutions, Council Meeting Agendas, Council Meeting Agenda Packets, Council Meeting Minutes, Annual Budget Reports, WA & Federal Audit Reports and Annual Financial Report dated March 1935 to current digitalized.

The records will be scanned into a Digital Multi-page PDF 200 or 300 dpi format - black and white, color when needed. Based on an estimate from USA Archive and Imaging Services the total pages to be scanned is approximately 27,800 pages.

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

With OCR digital records and the search-ability capabilities, I anticipate our response time will significantly improve. Staff and the public will be able to quickly and efficiently locate responsive records.

**What improvement in records retention, management and storage costs are expected?**

The City will be able to move records to the digital archives and ensure retention of these vital records and at the same time increase storage space in our vault by reducing the number of paper records being stored.

**Amount Funded: \$3,300**

## Granite Falls, City of

### **How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

The Responsibility of this grant will be assigned will be the City Clerk. The City of Granite Falls is run by a total of 8 full-time employees as well as a couple consultants. The lack of having additional individuals puts a real time strain on the City staff as we are unable to help fill records requests in a timely manner.

The City of Granite Falls is currently in a lawsuit which asked for case related documents. It took numerous days for the City Clerk to sift through boxes looking for these records.

Obtaining this grant would allow the City to put on the City Clerk's computer a records system that would only be accessed by the US Archive & Imaging Services, Inc., Dropbox for Business, Document Management Solution (companies selected to perform the city's scanned and microfilm records and file upload program) along with the City of Granite Falls

The City Clerk is currently working with US Archive & Imaging Services, Inc. on a contract as the City Council and City Manager for Granite Falls has set assigned a small portions of funds for this project to be able to at least get started with or without the grant.

The City of Granite Falls is ready to be signed up with the "Dropbox for Business, Document Management solution" company to help us maintain the online upload services in order to implement the beginning stage of this project. This business is teamed up with USArchive & Imaging Services, Inc. and will help in making a smooth transition between the two companies and our entity.

### **How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

The City's file room is overcrowded. There are boxes being stacked in subsequent rooms.

However, the Clerk is in charge of all files. She has implemented use of a spreadsheet that has mapped out a system that allows her to sort by building permit #, street address or name. This is only completed for the building permit files. Each of these boxes are numbered and are the largest offenders of the short space areas).

The City Clerk had trained the Deputy City Clerk how the system works. The main file is placed on the City's server so it can be accessed by any of the employees.

When the City Clerk started her position in 2009, she found there was not a lot of records retention that had been done by the previous employees. She learned how the Washington State Records Retention Scheduled worked by attending numerous trainings. She then took the skills learned and was able to destruct old files while utilizing a records transfer log by working with Archive's employees as well as a records destruction book that is signed off on per the executive member of the city (City Manager, Mayor) before any record is destroyed.

### **What type of records will be digitized?**

(Scanned Only) Approved Construction Plans and Specifications = DAN-LU50-11-03, Rev.0 = Designation = Archival (90 days after completion of project then transfer to archives)

(Scanned Only) Land Division and Development Background/Reference Files - DAN-LU50-11-24, Rev.0 =

Designation = Archival (90 days after completion of project then transfer to archives)  
(Scanned Only) Land Division and Development Final Determination Files - DAN-50-11-11, Rev.0 =  
Designation = Archival (Retain until no longer needed for agency business then transfer to archives)  
(Scanned Only) SEPA Environmental Impact Statements - DAN-LU50-11-17, Rev.0 = Designation -  
Archival (Retain for life of approved activity then transfer to archives)  
(Scanned Only) Comprehensive Land Use Plan and Amendments - DAN-LU50-16-01, Rev.0 = Designation -  
Archival (Retain until repealed or superseded then transfer to archives)  
(Scanned Only) Critical (Sensitive Area) Designation - DAN-LU50-11-25, Rev.0 = Designation - Archival  
(Retain for 6 years after termination of designation then transfer to archives)  
(Scanned Only) Shoreline Management Master Plan and Amendments - DAN-LU50-16-01, Rev.0 =  
Designation - Archival (Retain until repealed or superseded then transfer to archives)  
(Scanned & Microfilm) Approved Construction Site Plans = DAN-LU50-11-02, Rev.0 = Designation - Non  
Archival-ESSENTIAL OPR ( Retain for 6 years after life of building then destroy)  
(Scanned Only) Building Construction and Modification Permits (VALID) = DAN-LU50-11-05, Rev. 0 =  
Designation - Non Archival-ESSENTIAL OPR (Retain for 6 years after life of building then destroy)  
(Scanned & Microfilm) Conditional Use Permits = DAN-LU50-16B-04, Rev.0 = Designation - Non Archival-  
ESSENTIAL OPR ( Retain for life of agency)  
(Scanned & Microfilm) SEPA Determination of Significance or Nonsignificance = DAN-LU50-11-13, Rev.0  
= Designation - Non Archival-ESSENTIAL OPR (Retain for life of agency)  
(Scanned & Microfilm) Zoning and Land Use Exceptions/Waivers = DAN=LU50-11-21, Rev.0 =  
Designation - Non Archival-ESSENTIAL OPR (Retain for life of agency)

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

**1980-2018**

Planning Department files = 60 banker sized boxes

Building Permit files = 50 banker sized boxes

Subdivision Plans = 20 sets of 24"X 36" plans

Microfilm creation of building permits = 242,000 Archival Film Images to 215 ft 16mm rolls.

This grant will be completed by the May 31, 2019 deadline. We are currently in process of building a brand new city hall and are expected to be moving over to the new location around February 2019.

Who is going to digitize your records?

Other vendor

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

Obtaining this grant would help the city cut down on both the staff and records search time and have something produced in a few minutes versus days (at longest point of time).

I met with Molly Rooney with the Washington State Archives Office at my city hall on July 5, 2018. We reviewed the previous submitted grant application.

Records would be uploaded to the "Dropbox for Business, document management solution" system in the same manner they are used on our server so everyone that has learned to use the existing service will have ease when transferring to a new service.

Going forward the City would be able to keep setting aside funds in its yearly budget to send more

records to the scanning company and we would be easier to keep up on both this transfer as well as the transfer of documents to archives.

**What improvement in records retention, management and storage costs are expected?**

The City of Granite Falls has received a quote from USArchive & Imaging Services, Inc. in the amount of \$36,639.30. This estimate includes scanning, Optical character recognition, indexing, microfilm, and allows us to go through their company to use the Dropbox for business document management solution as well as an option for secured off-site storage (if necessary).

**Amount Funded: \$36,700**

**Kitsap County Department of Community Development**

**How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

Currently, department staff and Kitsap County citizens must wait for staff members to identify records, order them from off-site facilities or locate them in a storage area. Our department has over 2,000 boxes of records at offsite storage facilities. Over 1,000 of these records are classified as essential, which requires us to keep these records for 6 years plus the life of the building. Having such a large number of essential records held at offsite facilities results in increased cost to produce records, reduces accessibility to information and decreases response time to customers. In addition, searching paper records causes an increase in customer and staff time in attempting to located records responsive to a specific request. Paper records are also at a higher risk of being misplaced or mishandled. Overall, searching for offsite, paper documents is costlier and time consuming, as well as decreases customer service by not allowing for fast self-service options for customers.

In 2016, the Department of Community Development (DCD) received almost 1,500 records requests for permit files, a third of which were held off-site. In 2017, DCD Received almost 1,800 records requests, a third of which were also held off-site. Not having these records digitized creates an increase in staff processing time and keeps offsite storage and retrieval costs high.

Our department works closely with the Kitsap County Records Manager Mark Brockman. He has reviewed our grant application and has given his full support.

**How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

Because a large number of these records are held at an offsite facility and not digitized, it impacts our department's ability to track and monitor minimum retention periods. Once the records are digitized, retention dates can be easily accessed and monitored, thus improving accessibility to information. Digitizing the records allows us to assign content types as well as enable metadata searches. Over time, paper quality is vulnerable, subject to deterioration and at risk due to natural disasters. Paper documents are not able to be "backed up." With frequent transporting of paper documents from offsite storage, there is a risk of records being lost, damaged or misfiled during review and transportation.

**What type of records will be digitized?**

Approved construction site plans (LU50-11-02)

Inspection records (LU50-11-05)

Certificate of occupancy (LU50-11-05)  
Risk Check Records (FM53-04-04)  
Conditional Use Permits (LU50-16B-04)

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

Approximate date range of the essential records to be imaged will be 1983-2007.  
Total # of records to be digitized by May 31, 2019 will be 37,500 records.

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

Digitizing offsite records will allow staff to access the required records quickly and precisely, thereby enabling faster response times and sets the foundation for future customer self-service access to records. Currently, the average response time for customers to receive all responsive records is 6 days. It can take several days for documents to be located, ordered and delivered. The records then need to be identified, flagged and pulled. Once records are pulled and reviewed, they need to be prepped for scanning. This process can take several hours, depending on the size of the record.

Having these records digitized will allow staff to provide same day service to our customers and save overall staff processing times.

**What improvement in records retention, management and storage costs are expected?**

This imaging project will benefit DCD, the County and more importantly, the public. We will be decreasing the number of boxes held at offsite facilities by 37,500 records which will reduce our storage space, delivery and other related costs. Scanning these essential records increases staff efficiency, enhances public trust, provides faster and/or self-service options for citizens, and properly preserves the records in accordance with Secretary of State requirements. As a small county, this funding would allow us to achieve more, through the use of technology, and reach our goal of improving DCD record retention, management and disclosure of public records as we have identified in our Strategic Records Management Plan.

Beginning in April 2018, DCD implemented fully online permitting, including electronic plan submittal. All permits submitted after April 1, 2018 are submitted in digital format and will not need to be digitized. Paper permit submittals are no longer accepted in the department. If approved, we will use this funding to continue our efforts in support of the DCD Strategic Records Management Plan (attached) and digitize all paper records. DCD plans to continue seeking funding support through the Auditors Document Preservation Fund and through department funding sources until all paper records are removed from offsite storage and digitized, archived with the State of Washington and/or destroyed. Our end goal is to publish these records online.

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

**Lake Stevens Sewer District**

**How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

In 2017 we had 3100 calls through 811 (Call Before you Dig) which averages out to 258 requests per month. Each year this increases due to development growth. 2018 to date has seen 1698 calls which

puts us on track to reach 3396 for the entire year, an increase of almost 300 calls in one calendar year. Each call requires a field employee to do a site visit but before heading to the site the employee must first come to the district office to access the maps. That averages out to be about 12 sites on any given day resulting in about 2 hours of office time for map access. Over one year this adds up to 480 hours. If we were to cut the office visit out for each call we could potentially fit more site visits in per day, lower costs on fuel, and save wear and tear on vehicles. Work hours just for emergency (after hour calls) in 2017 were 312 hours for 40 emergencies, averaging about 7.8 hours each. Each emergency visit is extended by 30-60 minutes to access maps at the office. We could potentially save 20 - 40 hours a year just for emergency situations.

**How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

Our map retention is forever per DAN UT55-06A-11 (Utility Services subject index pg. 39). Destruction of the maps due to flood or fire would be catastrophic. The continuing deterioration of our oldest maps leave them in a very fragile condition. The sheer volume, varying sizes of the maps, and condition makes starting this portion of our digitizing process overwhelming. The digitization of the maps is a key component of our current emergency management plan.

**What type of records will be digitized?**

The maps that we use include sewer utility plans, record drawings, and plat maps that are accessed every day, multiple times daily. We estimate we house approximately 7000 maps in a variety of sizes, color and black and white and range in date from 1957 to present. After looking at the WSA's top leading practices for record keeping and retention we feel quicker access with less damage to the maps is a necessity. The digitizing of the maps would help us expand our records management and main repository. It will increase access to all employees and make disposition of records more efficient. Inventorying the maps will be much easier, in turn, improving the whole records management process leading to more organized and stream lined practices overall. Our map retention is forever and without digitizing them we will not meet our retention goals.

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

We estimate we house approximately 7000 maps in a variety of sizes, color and black and white and range in date from 1957 to present. They also range in states of deterioration. Some are extremely tattered and fragile. Constant handling advances the eroding of the maps.

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

Response time for requests will be greatly improved with the digitization. We estimate that customers needing access to these maps for side sewers, construction of sewer system and emergency situations will be cut in half or more. Especially for emergency situations the time saved on accessing the maps can mean limiting destruction and cost for clean ups, etc. It will also help us adhere to the WSA retention time frame. Without digitization the oldest maps will be too damaged to keep indefinitely. What improvement in records retention, management and storage costs are expected?

**What improvement in records retention, management and storage costs are expected?**

Once the scanning is complete we have capability to continue scanning new maps that come in to the district. We have already digitized a good portion of our office files. The large volume and fragility of the maps makes this the most difficult for us to do on our own but will complete our digitization process.

We are currently leasing a Canon Imageprograf, plotter, that we can use to scan maps as they come in one at a time. We have budgeted to lease the Canon for 5 years. Once the initial archiving project is complete we will have the time and man power to keep up with the scanning. There will be no extra cost on our end to continue with the project. We will encourage developers, contractors, etc. to send us digital copies of maps when a project starts. The imaging of new maps, if or when necessary, will be the responsibility of the digitization team but will eventually be transferred to the field employees. We do not anticipate a need for future mass digitization. Once all maps are digitized we can send images to WSA for archiving.

**Amount Funded: \$17,910**

### **City of Olympia**

#### **How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

Because the City Clerk's "City Files" from 1884 to late 1980's are not digitized, responding to Public Records Requests (PRR) for these records is very manual and time consuming, impacting City staff's ability to respond timely to Public Records Requests.

Currently staff needing to access microfilm have to enter search criteria into an indexing system that has limited indexing fields/sorting functions and no ability to perform a text search, leave their desk, go to the microfilm room - two floors down - pull the microfilm roll, put roll in microfilm reader, print it page by page in paper format or to pdf format before providing it.

This manual process can take 30-45 minutes (verses only few minutes in our current imaging system) to search for a single record and up to several hours depending on how many documents might be responsive to the PRR.

Additionally, because these records are not digitized and stored in our imaging system, the response to a records request can take even longer when we have to look in both systems. This is inefficient, especially when we could be searching in one system. Training is also an issue due to turnover because staff expect it to be in one "electronic" place, and having to teach or learn more systems than necessary when responding to a PRR takes a significant amount of time.

"City files" after the 1980s are digitized in-house in an imaging system that is accessible to all City Employees from their desktop. Once the older records series is digitized and combined with our current imaging system the impact on the response time for public records requests will be reduced. This is due to the imaging system's easy retrieval via index and text search capabilities, and the ability to export records (to a file folder/desktop/email) to provide to staff for in-house use or for quickly responding to Public Records Requests.

#### **How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

By not having the records digitized, we do not have the ability to sort by dates, add retentions, or delete/purge records from the microfilm.

**What type of records will be digitized?**

This project would digitize the City Clerk’s miscellaneous instruments records collectively called “City Files” from 1884 to late 1980’s. These documents fall under the following record series:

- Capital Assets (Real Property, e.g. Deeds, Easements, etc.), DAN GS55-05A-06 Rev. 1; Contracts and Agreements - Capital Assets (Non-Real Property), DAN GS2011-169 Rev. 2; Contracts and Agreements - General, DAN GS50-01-11 Rev. 4

The records include land acquisition records, inter-city agreements with neighboring communities and tribes, memorandums of understanding with state government agencies and contracts with businesses for services and goods.

The records document the history of Olympia and the surrounding region from the late 1880’s to the 1980’s - including agreements established with The Evergreen State College, school districts, local improvement districts, early businesses and residents in Thurston County and the City’s Port and Airport. The land records include the deeds and easements upon which the City’s core infrastructure is built.

Today these records are consulted for the maps attached, as many of the land records have not ended up in the County Auditor’s record. These maps illustrate the boundary lines in early Olympia and determine where the City places new infrastructure in the present.

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

The documents date between 1884 till the late 1980’s. Patrick Williams, Imaging Services Manager, WA State Archives, estimated the total number of documents to be approximately 26,500. The original paper copies of these records are currently housed at WA State Archives, Southwest Region. Given the poor quality of the microfilm, the City is asking to create digital images from the paper originals. A digital index for the microfilm records already exists so indexing costs for the project will be minimal. The City will undertake the work of importing and indexing the digital images into the City’s imaging system.

Description	Units	Unit Cost	Total
Scan Paper Documents “ Grade SH	14,000	\$0.55	\$7,700.00
Scan Paper Documents “ Grade E	12,500	\$0.38	\$4,750.00
Merge Single into Multi-Page	26,500	\$0.06	\$1,590.00
Indexing	2,900	\$0.10	\$290.00
Oversize Document Scanning	13	\$65.00	\$845.00
Document Prep	12	\$65.00	\$780.00
Flash Drive	1	\$50.00	\$50.00
Subtotal		\$16,005.00	
Sales Tax 8.8%		\$1,408.44	
TOTAL ESTIMATE			\$17,413.44

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

As mentioned in the problem statement, it can take 30-45 minutes to locate each microfilmed record. Once the digitized images are imported into our imaging system, we believe searches would be reduced to a couple of minutes. Having all the “City Clerk Files” in the single system would also reduce chances of missing responsive records as all documents would be searchable from one location.

Additionally, the Southwest Regional Archivist indicated they would like to see this collection imaged and paired with the City’s already existing digital index. They believe the collection could be made

available to public via the Digital Archives for the public to self-serve.

The City would undertake the task of uploading the documents with the City's already existing document level index of the records. City staff have extensive experience uploading records to the Digital Archives' public facing search portal.

These records are also used for internal research purposes by staff across the City. By importing the records into the City's imaging/document management system, employees could easily search and retrieve records from wherever they are working in the City.

The City expects the response time to improve significantly once the records are digitized and combined with our existing system because they will be in an accessible imaging/document management system where they can be more easily searched/retrieved, and then exported and attached to a public records request.

**What improvement in records retention, management and storage costs are expected?**

The retention and management of the older City Clerk records would be improved because once the records are digitized and combined with the other Clerk Records in our imaging system we have the ability to apply retention (which we do not have in the microfilm directory, nor can we purge from microfilm), have consistent categories and indexing, and all staff have the ability to search on the records in one system. We would no longer need to continue to maintain or store the microfilm or readers. The management costs for keeping records on microfilm and for providing them for public records requests is approximately \$40 hour, so by digitizing the records, the cost for locating records goes down significantly.

**Amount Funded: \$17,500**

**Poulsbo, City of**

**How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

City of Poulsbo number of public records requests annually:  
2015, 252; 2016, 275; 2017, 345; 2018 YTD, 356

Most of our records requests are for building department records. Their records are stored in boxes in our archives. One employee in the building department manages all the records and has been there for 27 years. The employee has institutional knowledge of all building projects stored in their head. The commercial projects are often labeled as the name of the project, instead of the address. This one employees knows every past name and iteration of a property, but it is not documented correctly. Please note, we do have indexes that are kept on these records, but how the information was recorded was not always consistent (for example: project name, instead of site address or parcel number).

The second problem with this long-term employee is the number of vacation hours accrued and used. It is not uncommon that the individual is unavailable to search for the records for our public records requests, and there is no back up to do the searches. This delays our response times in providing the records.

A third concern is our on-site archives are filled to capacity. We either must find an off-site storage

facility or implement scanning and tossing for the records. If we find an off-site solution, this will further delay response times for records requests, and also take more staff time to travel to the site, when that time could be spent managing records.

My final concern arose a couple of weeks ago when going down to the archives with this employee for a request. While searching for the request, we found multiple files for another request that we had done a previous search on which we had not found before. Luckily, the request was still open and not closed. At that point, I learned the building department has used different software systems for permitting through the years, and they did not cross reference permit numbers with the conversions. This makes it difficult and time consuming to locate the records. So, we may be looking in the file index for Permit #101 when it was really filed as Permit 2009-0130. This opens my city to huge liability if we are not providing all our records when they are requested.

We need to systematically get the institutional knowledge and correct file names documented and stored.

**How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

The building permit technician is the only employee in their department working with the records and has no time for performing records retention and destruction. We have purchased the records management module for Laserfiche, which has the CORE downloaded into the system. The records will be set with the correct retention date, and the destruction of records will be streamlined with technology. We are also running out of space for building records, because the majority of the records have very long retention times. We must either scan and toss, or we need to find off-site storage.

**What type of records will be digitized?**

Paper records under 11x17 and paper plans over 11x17.

LU50-11-05 Rev. 0, LU50-11-02 Rev. 0, LU50-11-06 Rev. 0

Building construction and modification permit files. (Single family permits, commercial permits, multi-family permits, residential and construction plans).

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

**Date range: 1979-2017**

217 boxes (~1900 pages per box = 412,300 pages)

4690 large format drawing pages

We will be prepping files in boxes to remove staples, paper clips, sticky notes, and to unfold papers. However, the vendor gives a quote that includes both those actions, along with repairing damaged documents, identifying color documents, and adding bar-code patch sheets.

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

Response time will be significantly improved.

We have purchased Laserfiche and are implementing the software in phases. Phase 1 includes one license per department, purchase of the records management module which attached the CORE DAN #s to the file folders automatically setting retention, and we purchased the web portal with 10 additional concurrent licenses.

We are storing achievable records into the system, not active files. We cannot move to active file usage

until we have a license for every department. That could happen in the future with more budget capacity and employee time to learn a new system and way of managing records. We want the system to be successful, so we are taking this project one step at a time.

Our first goal is to become paperless with our non-active files and have all files in the Laserfiche server, with all allowable records on the web portal.

Scanning and tossing the records in our archives and storing them in Laserfiche will have the following positive impacts:

- Instant search ability by the public and all staff members, management, and elected (no longer relying on one employee to search and provide access to 410,000+ records.
- Building records will be searchable by both site address and project names
- Reduce the number of public records requests, because the records will be in our public web portal
- More complete and accurate searches with OCR search ability
- Accurate and consistent naming conventions and meta-data input for files (for example, naming all files by address, instead of project name)
- With proper and timely destruction, we will reduce the number of records we have to search for and through when responding to records requests.

**What improvement in records retention, management and storage costs are expected?**

Digitizing the records and destroying them will help save us from finding an off-site location to store our records (starting at \$150 a month for the rental). Long term goals would be no longer needing a paper archive and freeing that space up for our expanding Police Department.

The Mayor and City Council supports the City Clerks Office in our records management goal of digitizing our records. The Clerks Office was budgeted with funding for Public Records Management Software (implemented in 2017), a social media archiver (implemented in 2017), a new microfilm reader (currently on order, waiting install), and funding Laserfiche in a phased approach (currently implementing with an anticipated projection completion date of November 2018).

The Clerks Department was budgeted an additional FTE this year to help with records management city-wide.

The Clerks Department has recently started scanning and tossing files, for example: complaints, public records requests, various licenses processing, and correspondences.

Once Laserfiche is completely implemented, our additional FTE will start a new process for records management of achievable records. When a record is ready to be archived, it will be sent to the Clerk's Office for scanning, indexing, setting record retention, and tossing (if allowable) or filing in a box. This will be someone's job, not just some additional task that never gets done because there is no time. This will prevent us from creating the same problem in the future. I did check "yes" in the question below of "Will more of those same types of records need to be digitized in the future", but the digitization will be done in-house.

The additional FTE will utilize the Laserfiche records management module to destroy or transfer records in a timely manner once they have met retention, as well as have the time to destroy or transfer the paper records that have met their retention.

**Amount Funded: \$41,100**

## San Juan County Assessor

### **How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

The San Juan County Assessor's Office has a 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. Along with other responsibilities, the employee primarily responsible for responding to public records requests, answering the phone and interacting with the public at the front counter is a 0.75 FTE.

The Assessor's Office receives inquiries from the public on average 12 times per week that require access to and/or digital copies of our historic "deed jackets" and "field sheet records." We also use these records an additional 25-30 times per week as part of our daily office operations. We maintain the only copy of these records, so 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 requests they receive in their offices.

In the "paper world," the Assessor's Office strives to respond to all public requests within two business days. Once the request for a deed jacket or field sheet is at the top of the queue, it can take anywhere from 20-60 minutes to locate the paper records, sift through and find any specific information the individual has requested, and scan the needed information into an email.

There are two major factors that have been catalysts for us pursuing this grant:

1. Ease of access: We will soon be relocating to a smaller office space that will not allow us to store these records on site.
2. Preserving Historic Information (see next section): There was an incident in 2015 involving our field records, where hundreds of them were damaged or destroyed. We want to eliminate the risk of future loss and preserve this historic information.

#### Ease of Access

The county has plans in place to construct a new building with an estimated completion in early 2022. The new space allotted for our office will not be big enough to store all of our historic records on site, forcing us to store them elsewhere, which will greatly cut into our response time and efficiency when accessing them. If we can get our records digitized before we have to move into the new space, the time and space required to move and store these records will be eliminated.

### **How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

"Deed jackets" provide historical ownership and legal descriptions on properties from the late 1800s through 2014. "Field sheet records" provide assessment and permit history on the real property. Both of these documents are unrecorded, and the Assessor's Office maintains the only copy.

#### Preserving Historic Information

In the past, there were limited plans to preserve the information in these documents. Many past assessors have destroyed them in accordance with previous retention schedules, but without regard to the historic, archival qualities of the information. Because of the limited historic information in our possession, we have no reliable data on how appraisals were done, who the County Assessor was prior to 1955, or what the values were prior to 1978. We have checked with the Washington State Archives in

Bellingham to see if any records have been transferred to them in the past. Unfortunately, it seems that the records in our office are the only ones in existence.

We believe it is imperative that we do what we can to preserve the records we have. We have experienced firsthand the ramifications of accidental damage and loss of records and are still dealing with them today.

In March 2015, we needed to reduce the amount of shelf space our field records occupied by half as part of an office reorganization. This was the final year of a six year process of slowly and carefully discarding superseded information during revaluation as the property information and sketches were entered into our new CAMA computer system (purchased in 2009).

There were a few remaining binders containing this superseded information, and the Facilities work crew was instructed to discard them. Unfortunately, due to our space constraints, the to-be-discarded binders had to be kept on a separate section of the same bookshelf that held all the other records. There was a miscommunication or misunderstanding, and when the crew discarded the old records on a Friday afternoon, they also emptied several of the binders that needed to be retained.

After the weekend, the mistake was noticed and a desperate effort was made to contact the recycling company to track down the recycling truck that had emptied our bin that morning. The sketches in these records could be recreated only by re-measuring every single structure. The permit information could not be recreated. The truck was found and the driver confirmed that they still had our recycling in the truck. The company agreed to let us pay to divert the truck. Public Works was able to clear the vehicles out of a three-sided building and a tarp was laid out.

As approximately two tons of recycling was emptied onto the tarp\*, we could see flashes of the dry, mostly intact appraisal records, just before they were showered with water, alcohol, and broken glass. With gloves, rakes and sticks, we dug through the mound of recycling, pulling out all the records that looked like they came from our office. They were taken to the office in garbage bags and spread out on every available inch of desk, table, and floor space to dry. All other work in the office came to a standstill during this emergency as staff carefully separated the glass and liquid-covered sheets of paper. The majority of the records were sorted through and reassembled within a few weeks. However, some were permanently damaged\* and some were never recovered. The water damaged records now take up three times the amount of space they originally required, and there are still three remaining boxes of severely damaged records that need to be sorted through.

If we have these paper records scanned, then we can send them to the Archives where they will be protected from further accidental damage or loss.

### **What type of records will be digitized?**

43,000 historic paper records occupy a 9' x 12' storage room in the back of the San Juan County Assessor's Office. These records are broken up into two groups:

1. Approximately 20,000 parcel ownership records we call "deed jackets" each record 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 (larger than 11x17), and/or significant letters or other documents that are not recorded. These documents occupy 39 filing cabinet drawers along an entire wall.

2. Approximately 23,000 historic “field records” these are standard 8.5 x 11 sheets bound in 162 three-ring binders on an 8’ wide bookshelf. A cover sheet contains appraisal information and is preceded by diagram sheets containing historical ownership and permit information, detailed drawings, and measurements of every building on a property.

The records fall under the following series and DANs:

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

We contacted the State Archives for an appraisal of these records, particularly our unrecorded surveys. Typically, the Auditor carries the primary copy of surveys. However, many of the surveys we have in our deed jackets are unrecorded and we maintain the only known copy. The Washington State Archives have designated these documents as archival. Attached to this application, we have included our correspondence with Molly Rooney, Senior Records Consultant for the Northwest Regional Branch.

#### Efficiency

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 have determined the time necessary to complete the project in-house. 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 allot 10 hours per week outside of normal duties for one individual to work on scanning ONLY the deed jackets, they will need 50-65 weeks to complete the project. Then the process will have to be repeated for the 162 binders of field sheet records.

At the conclusion of this study, we began exploring options for funding digitization. When we learned of this grant program, we reached out to the Archives for a scanning quote. Unfortunately, the quote we received well exceeds the grant limit. We also reached out to several vendors and have included the project proposal and quote from SIS NW INC. We have had extensive, detailed correspondence with them and believe them to be the best company for our unique project.

#### **What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

There are approximately 43,000 individual records, each an average of 3-4 pages. They contain information that ranges from the late 1800s to about 2014.

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

In the “paper world,” the Assessor’s Office strives to respond to all public requests within two 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 or field sheet will be provided within four hours of the request instead of two business days.
2. Staff will not need to 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. This will also allow other departments to access the records without having to take time out of their day to visit our office.

Not only will the response time to the public improve greatly, but having digitized documents will increase the efficiency of the staff. 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. Our cartographer works off-site two days per week, and will also benefit from being able to access the records while away from the office.

**What improvement in records retention, management and storage costs are expected?**

Our cartographer and farm/forest exemption administrator use the deed jackets on a daily basis, and the field records are used frequently by all personnel, including the person in charge of public requests, four appraisers, our Current Use/DFL Administrator, our cartographer and the Assessor and Chief Deputy.

Digitizing these records will allow efficient access by all staff, eliminate the risk of misfiling records after use and allow multiple staff members to review the same record at the same time.

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. This will save us hundreds of dollars per year. It will also 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 in the future.

**Amount Funded: \$17,800**

**Snohomish County Fire District 5**

**How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

- a. We have very limited storage area. The storage room is small, with poor lighting and ventilation, making working in it very difficult.
- b. File cabinets are packed to capacity with hand-written medical incident reports dating from 2000 to 2012. These must be retained for a minimum of 20 years due to the nature of the incidents. In addition we have deep wall cabinets above the file cabinets where boxes are stacked 3 high and 3 deep, making it difficult and unsafe for our administrative staff to access documents contained within these boxes for records requests.
- c. Some of the older documents have begun to show signs of fading ink and paper damage making them less readable.
- d. Our storage room is located in the Administration Office, currently housed in an old frame building with no sprinkler system and limited protection from fire. Without digital backup there is no disaster plan to preserve these documents in case of fire or natural disaster.
- e. Heavier boxes sometimes require us to rely on the assistance of off-site personnel to access the box and return it to its storage location after we are finished with it. Since these personnel are firefighters who work from the fire station at a different location, any projects at the administration office are secondary to their EMT/Firefighter duties and must wait until their call schedule allows.
- f. All of these circumstances lead to extreme difficulty accessing documents required for public records searches in a timely manner.
- g. Due to the size of our district and the limited tax base that funds our budget, the majority of our expenditures must be devoted to staffing and equipment in order to provide the best possible EMS and

Fire service to our community. We are also in the preparation process to build a much-needed new fire station. This is already adding a substantial burden on our budget and staffing resources, and we are actively seeking funding from multiple sources for the station project. Unfortunately this leaves nothing for needed, but less time-sensitive projects such as this one.

**How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

Our limited storage space is nearly at capacity now, in spite of the fact that we regularly sort and inventory stored documents, marking boxes that have exceeded their retention requirements and disposing per retention guidelines at least once per year. The last disposition date was in December 2017, and our July 2018 inventory resulted in 9 boxes that are marked and ready for destruction this fall. Every year we have at least 6-8 boxes of files that are moved to the storage room to make room for the new year's records. With this in mind, if we do nothing our storage space will exceed capacity by January 2019.

**What type of records will be digitized?**

1. Employee and payroll documents relating to Retirement/Pension Verification (6 boxes of paper records), DAN GS2017-009
2. Employee Medical and Exposure Records (2 boxes of paper records), DAN GS50-04B-30
3. Insurance Certificates (1 box of paper documents), DAN GS50-06C-04
4. Medical Incident Reports dated 2000 - 2012 (2 boxes + 10 full file drawers of paper records, many hand-written), DAN FM53-04-20

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

Date range = 1980 - 2016

Estimated number of total records = approximately 150,000 pages

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

Digital records of these documents will provide quick and easy access to stored documents, taking what was once a 3 day project to a 30 minute project. As a small, rural fire district with a limited budget and staffing, this will allow our small administrative staff to focus on projects that will increase efficiency and save taxpayer dollars rather than taking hours from their week to handle records requests.

**What improvement in records retention, management and storage costs are expected?**

- a. Scanning the documents now will preserve these documents indefinitely, preventing further degradation due to ink fading and paper damage, and providing the ability to store a copy of the data off-site for an emergency backup.
- b. Medical Incident Reports are the largest part of the documents we plan to digitize. Since 2013 these reports have been generated and stored in a digital system, so digitizing the old paper reports from 2000 - 2012 will open up new space that will be more than adequate to handle our yearly storage requirements for many years to come.
- c. Most years the documents being disposed according to retention guidelines exceed those being added to storage, so we do not foresee storage space being an issue in the future.

Project Plans, preparation and progress:

- a. Meet with Washington State Archives Regional Records Consultant to review our needs and options -

Completed July 2018

- b. Sort inventory records with long retention dates by ARCHIVAL and NON-ARCHIVAL - Completed July 2018
- c. Arrange for ARCHIVAL records to be transferred to the Washington State Archives - ETA Fall 2018
- d. Select digitizing vendor - Selected January 2018
- e. Obtain cost estimate from Washington State Archives for digitizing of NON-ARCHIVAL records with long retention dates - Completed July 2018
- f. Create an indexing plan for most efficient access of digitized records - to be completed by November 2018
- g. Add electronic records disposition to annual records inventory and disposition procedures - to be completed by December 2018
- h. Create staff training protocol for handling and retaining digital records - to be completed by December 2018
- i. Digitize non-archival documents with long retention requirements that must be retained by our agency - to be completed by May 2019
  - 1. Payroll and personnel records pertaining to medical records and pension qualification dating from 1980 through 2017 (8 boxes) DANS GS50-04B-30 & GS2017-009
  - 2. Insurance Policy Certificates dating from 1980 - 2017 (1 box) DAN GS50-06C-04
  - 3. Medical Incident Reports from 2000 - 2012 (10 standard file drawers packed full + 2 banker boxes) DAN FM53-04-20
- j. Implement a Scan & Toss protocol for long-term storage - to be completed by June 2019

This will provide a head start for our agency to move toward a more efficient Scan & Toss protocol in the future, ensuring that storage space will never again be an issue.

**Amount Funded: \$18,300**

### **Walla Walla County Assessor**

#### **How is not having the records digitized impacting your agency's ability to respond to public records requests in a timely manner?**

Our staff currently must access this information 4-5 times per week, often multiple times daily, per taxpayer request, manually, by searching for files physically. These files are subject to the wear and tear of access and use, but are no longer being copied or written over to insure the ongoing legibility and structural integrity of the file jackets, chain of title information, and fundamental field information for properties built before 2004. There are also cases of misfiling that can lead to delays in response to taxpayer requests, and this is another problem that can be remedied by creating digitized access.

#### **How is not having the records digitized impacting your agency's ability to retain records for their minimum retention period?**

These records are bulky and space-consuming, and are retained near working office space because of the need of access by both office staff and as requested by taxpayers. They are to be retained indefinitely, as per DAN GS50-06F-02, Rev.O, and could be stored archivally offsite if digital access were ensured. They compete for space with other, more limited duration public records storage.

**What type of records will be digitized?**

File jackets (approximately 9.5x11) and paper under 11x17, and photographs. DAN GS50-06F-02. These are the hand-written record jackets that catalogue property transfers and chain of title, which taxpayers often call about, as they need the recording numbers on these files to take to the auditor's office to research relevant deeds and transfers. This is also the location of the handwritten taxable value progressions through the years, including the dates of new construction added to parcels, before this information was computerized, and is its only location as such in this office. The field sheets inside are also a wealth of original drawings, notes, and specifications which the field appraisers still refer to, especially in difficult questions or cases, as well as members of the public with research questions or projects. Also, historical information on the houses, including photographs.

**What is the date range and total number of records you are planning to have digitized by May 31, 2019?**

Estimated at 125,000 records. Some records contain information that goes back as far as the 1950's (chain of title on individual records), but were in concurrent use up through 2004, in some cases beyond that date.

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

Our speed and ease of access to the records would be an asset to the community. Records could be indexed so they could be queried by staff, or navigated by the public on our public platform; in either and both cases cutting down staff time in producing answers, and better serving taxpayer needs for information in a more timely fashion.

In Spokane County, I understand that around 3/4ths of records use is by the public, perhaps 1/4 by the office staff for in-office use. This is probably comparable, and would yield benefits to both the office protocol and public ease of access.

**What improvement in records retention, management and storage costs are expected?**

The records in question would be arrested in the process of deterioration from age and use, and would not need to be maintained or protected from further manual damage sustained by routine handling. The records could be then transferred to a regional archive, freeing up often contended office storage space for short-term Public Records boxes and other use.

**Amount Funded: \$41,550**