Multnomah County

Department:	County Assets	**Program Contact:**	Garret Vanderzanden
Program Offer Type:	Internal Service	**Program Offer Stage:**	As Requested
Related Programs:			
Program Characteristics:	In Target		

Executive Summary

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

Program Summary

The program supports cost effective compliance with public records regulations by developing and implementing policies for the orderly maintenance and disposition of county records generated by all departments. Addressing a wide variety of formats, the program maintains over 116 millions documents in a centralized Records Center, including the County's historic archives dating back to 1855.

The program also recycles large volumes of public records (48 tons in FY 2014) in a sustainable manner that ensures confidentiality. The program provides consultation in the establishment and organization of electronic records keeping methods and systems; enterprise document conversion; retention scheduling; archival research, access and preservation; essential records protection; and records management best practices.

The program continues to expand its web presence with the Archon web tool and external web site, resulting in a 48% increase in reference and referral activities in FY 2014. Significant progress has been made in managing electronic records through the establishment of a county electronic records repository, and through e-records training and consultation. The program will expand its ability to manage electronic records throughout the county through implementation of the HP RM Electronic Records Management System (ERMS) that will replace the program's current antiquated system, provide end user access to records stored in the system, and provide public access to digitized and born digital archival content.

These efforts contribute to the Climate Action Plan activities related to local government operations, item number 18-8, due to large amount of paper recycling the program does each year, and due to ongoing consultation with other programs to promote use of retention- and preservation-compliant electronic records systems.

Performance Measures

Measure Type	Primary Measure	FY14 Actual	FY15 Purchased	FY15 Estimate	FY16 Offer
Output	Number of Retrieval, Refiles, and Interfiles (Record Actions) performed	10,256	11,000	10,014	10,000
Outcome	Percentage Increase of Reference and Referral Requests Compared to Previous Fiscal Year	48%	58%	50%	50%
Output	Cubic Feet of Boxes, Microfilm Rolls, Maps and Plans Maintained in Records Center and Archives	53,604	---	56,018	56, 468

Performance Measures Descriptions

Measure 1: Record staff interactions with Records Center materials on behalf of customers.
Measure 2: Reference and referrals completed via telephone, email and in person remained consistent from the previous year's numbers, while website reference increased 51%.
Measure 3: Number of items replaced with cubic ft, in line with industry best practices. No current year purchased stat as this is a new measure.

Legal / Contractual Obligation

ORS 192 and OAR 166 outline public records mandates for the Records Officer, microfilm, imaging, storage, retention and access. Executive Rule 301 assigns the retention schedule function to the Records Management program. Chapter 8.500 of the County Code defines additional responsibilities and obligations of the Records Management program.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	**2015**	**2015**	**2016**	**2016**
Personnel	$0	$409,642	$0	$483,721
Contractual Services	$0	$25,000	$0	$128,000
Materials & Supplies	$0	$36,392	$0	$36,861
Internal Services	$0	$432,532	$0	$482,961
Unappropriated & Contingency	$0	$0	$0	$101,390
Total GF/non-GF	**$0**	**$903,566**	**$0**	**$1,232,933**
Program Total:	**$903,566**		**$1,232,933**	
Program FTE	0.00	4.20	0.00	5.20

Program Revenues				
Other / Miscellaneous	$0	$903,566	$0	$978,080
Beginning Working Capital	$0	$0	$0	$178,363
Total Revenue	**$0**	**$903,566**	**$0**	**$1,156,443**

Explanation of Revenues

Records Management is funded by an allocation system through the Distribution Fund. Total program costs are allocated based on each Department's share of the number of boxes stored, boxes brought into the Records Center (accessioned), and record actions performed in FY2014.

Significant Program Changes

Last Year this program was: FY 2015: 78041 Records Management

No significant program changes.