![Multnomah County logo](Multnomah County)

Department:	County Assets	**Program Contact:**	Lisa Whedon
Program Offer Type:	Internal Service	**Program Offer Stage:**	As Adopted
Related Programs:			
Program Characteristics:			

Executive Summary

This program serves the public by providing services, tools, training, and professional consultation to County agencies to support the compliant creation, management, storage, retrieval, accessibility, protection, preservation, and secure destruction of public records. The program leads, supports, and promotes countywide strategic initiatives that use information to minimize risk, protect rights, and in equitable decision-making. The program strives to remove barriers to access to 165 years of the County's legacy of decision-making and community impacts, and promotes the role of records in advancing equity.

Program Summary

The program's goal is to ensure that all members of the public are able to inspect county public records as mandated by Oregon Public Records Law, and that the departments creating, managing, protecting, and destroying public records do so in a manner that retains their authenticity, integrity, and reliability as documentation of our County's decision-making, policies, and community involvement.

Public records document the County's policies, decisions, functions, and efforts to fulfill its mission. This program preserves these records by providing specialized storage and handling for hard copy records in the Archives, and preserving electronic records in the County's Digital Archives, a dedicated long term digital preservation system.

The public has direct access to historic records through in-person research appointments, 24/7 online access to digital records, and phone and email referrals for non-county public records. This program makes efforts to remove barriers to access by: writing finding aids (tools for locating records) that employ inclusive language metadata schemas; reducing bias in collections management through a team approach to appraisal, and applying plain language and digital accessibility best practices to online portals.

Departments create and use records to provide critical services to the community. This program provides tools, training, and consultation to support departments in balancing service delivery needs with public records law compliance by: maintaining the County's retention schedules; providing Records Center storage and retrieval services (allowing programs to prioritize office space for serving clients); facilitating digitization projects to support continuity of service and employees' ability to go directly to clients in the field; managing and promoting use of the County's enterprise electronic document and records management system, and providing secure destruction of individuals' protected information at the end of its lifecycle.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of Records Retrievals and Interfiles (Record Actions) Performed on Behalf of Customers	1336	2500	1106	1300
Outcome	Percentage Increase of Reference Requests Compared to Previous Fiscal Year	-35%	30%	26%	30%
Output	Number of New EDRMS Users Onboarded	71	100	130	100
Outcome	Number of Public Sessions Initiated in the Digital Archives	1496	750	2088	2250

Performance Measures Descriptions

PM #1: Record actions directly impacted by COVID-19 closures and new countywide workplace schedules.
PM #2: Based on number of discrete requests. Impacted by COVID-19 closures.
PM #3: Electronic document & records management system (EDRMS) use reduces individuals' records compliance burden.
PM #4: Measures public engagement with the digital archives.

Legal / Contractual Obligation

Oregon Revised Statute 192 and Oregon Administrative Rule Chapter 166 define public records law and policy, Records Officer mandates, and standards and obligations for records creation, access, storage, protection, retention, and disposition. Multnomah County Executive Rule 301 assigns the retention schedule function to the Records Management program, and Multnomah County Code Chapter 8.500 defines additional archival records responsibilities and obligations.

Revenue/Expense Detail

Program Expenses	Adopted General Fund 2022	Adopted Other Funds 2022	Adopted General Fund 2023	Adopted Other Funds 2023
Personnel	$0	$784,964	$0	$832,188
Contractual Services	$0	$328,315	$0	$326,859
Materials & Supplies	$0	$134,984	$0	$155,749
Internal Services	$0	$826,109	$0	$883,263
Capital Outlay	$0	$229,424	$0	$140,003
Total GF/non-GF	**$0**	**$2,303,796**	**$0**	**$2,338,062**
Program Total:	**$2,303,796**		**$2,338,062**	
Program FTE	0.00	6.00	0.00	6.00

Program Revenues				
Other / Miscellaneous	$0	$2,060,117	$0	$2,097,593
Beginning Working Capital	$0	$243,588	$0	$240,167
Service Charges	$0	$91	$0	$302
Total Revenue	**$0**	**$2,303,796**	**$0**	**$2,338,062**

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 over a three year average. Program costs are also allocated based on each Department's share of assigned licenses to use the County's enterprise electronic document and records management system.

Significant Program Changes

Last Year this program was: FY 2022: 78404 Records Management

The program's research facility closed to the public due to COVID-19 in March 2020 and reopened in September 2021. The program has had to adapt reference services to ensure that access to records continues despite closures or the inability of the public to visit in person. Due to COVID-19, county workforce members that regularly use Records Center storage and retrieval services, and electronic document and records management system services, transitioned to hybrid work environments, resulting in changes to the types of support and services needed by the program.