



**Program #78404 - Records Management** FY 2025 Department Requested

**Department:** County Assets **Program Contact:** Deidre Theiman  
**Program Offer Type:** Internal Service **Program Offer Stage:** Department Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

Records Management & Archives actively promotes the role of records in advancing equity through both internal services to all County departments and direct service to the public. We lead, support, and champion county-wide strategic initiatives that use records to minimize risk, protect rights, and aid in equitable decision-making. We make accessible 170+ years of government history, both internally and externally, to help people understand decision-making that impacts their lives and to counter disinformation. We provide services, tools, training and consultation to the County in order to support compliant creation, management, storage, retrieval, accessibility, protection, preservation, and secure destruction of public records using professional standards and practices.

**Program Description**

Public records are evidence of the policies, decisions, functions, community involvement, and efforts to fulfill the County’s mission. They are a vital part of upholding our democracy. This program’s goal is to ensure that departments create, manage, protect, and destroy public records in a compliant manner that retains their authenticity, integrity, and reliability while the departments provide critical services to the community. Only by doing so, can the County meet the mandates of Oregon Public Records Law and ensure that all members of the public can exercise their right to inspect our public records.

The public has direct access to historic records through in-person research appointments, virtual reference work, and 24/7 online access to digital records. This program removes 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; applying plain language and digital accessibility best practices to online portals; and by making referrals to appropriate sources for non-county public records by phone, email, and on our website. We preserve enduring records by providing specialized storage and handling for hard copy records and by preserving digital records in the Multnomah County Archives & Digital Archives.

Internally, we provide 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; administering a dedicated digital preservation system for enduring records, an archival information management system, and an enterprise-available electronic document and records management system; and by providing secure destruction of individuals’ protected information at the end of its lifecycle.

**Performance Measures**

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Number of records retrievals and interfiles performed on behalf of customers	2381	2500	1414	1550
Output	Percentage increase in Electronic Document Records Management usage	N/A	N/A	N/A	10%
Output	Number of sessions initiated in the digital archives	3018	2750	3404	3000

**Performance Measures Descriptions**

- 1: Demonstrates demand and capacity to meet customer needs
- 2: This is a new measure. Demonstrates the County's transition to electronic records. Growth is expected over time.
- 3: Demonstrates access to archives for both the public and County staff

## 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

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
<b>Program Expenses</b>	<b>2024</b>	<b>2024</b>	<b>2025</b>	<b>2025</b>
Personnel	\$0	\$1,049,978	\$0	\$1,111,516
Contractual Services	\$0	\$342,620	\$0	\$357,187
Materials & Supplies	\$0	\$153,918	\$0	\$163,651
Internal Services	\$0	\$969,753	\$0	\$1,164,257
Capital Outlay	\$0	\$182,501	\$0	\$249,899
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$2,698,770</b>	<b>\$0</b>	<b>\$3,046,510</b>
<b>Program Total:</b>	<b>\$2,698,770</b>		<b>\$3,046,510</b>	
<b>Program FTE</b>	0.00	7.00	0.00	7.00

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$2,406,944	\$0	\$2,796,009
Beginning Working Capital	\$0	\$291,372	\$0	\$249,899
Service Charges	\$0	\$454	\$0	\$602
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,698,770</b>	<b>\$0</b>	<b>\$3,046,510</b>

## Explanation of Revenues

Records Management is funded via internal service charges.

## Significant Program Changes

**Last Year this program was:** FY 2024: 78404 Records Management

In FY 2025, our methodology for determining internal service rates changed substantially in order to distribute all program costs more equitably across County customers for all of the services we provide. This corrected an inequitable distribution of costs that resulted when allocation rested primarily on record center usage alone, made metrics used to measure physical and electronic records activity more parallel, and ensured that countywide costs for administrative and archival services were fairly distributed.