

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



FROM: Assessor-County Clerk-Recorder

SUBMITTAL DATE:
January 27, 2009

SUBJECT: Approval of the Rate Schedule for the Records Management and Archives Program (RMAP) for fiscal year 2009/2010 and new rates effective February 1, 2009.

RECOMMENDED MOTION: That the Board of Supervisors approve the rate schedule listed in Attachment A for fiscal year 2009/2010 for the internal service fund, Records Management and Archives Program.

BACKGROUND:

The rates for FY2009/2010 reflect the 10% ISF rate reduction directed by the Executive Office Memorandum dated October 20, 2008. The rate schedule also includes new services including high volume document scanning, converting microfilm images to electronic images and implementing and maintaining records retention schedules in accordance with Board policy A-43. RMAP contracted with Management of America to develop and review the records retention schedule rates (Attachment B).

Overall, the approach for rate setting is in response to the program scope defined in Board policy A-43, approved January 13, 2004.

cc: Auditor-Controller
County Executive Office

Larry W. Ward
Assessor-County Clerk-Recorder

| | | | | |
|-----------------------|-------------------------------|---------|-------------------------|-----------|
| FINANCIAL DATA | Current F.Y. Total Cost: | \$ None | In Current Year Budget: | No |
| | Current F.Y. Net County Cost: | \$ None | Budget Adjustment: | No |
| | Annual Net County Cost: | \$ None | For Fiscal Year: | 2009-2010 |

| | | |
|---|----------------------------------|-------------------------------------|
| SOURCE OF FUNDS: Recorder's Micrographic Revenue | Positions To Be Deleted Per A-30 | <input type="checkbox"/> |
| | Requires 4/5 Vote | <input checked="" type="checkbox"/> |

C.E.O. RECOMMENDATION:

APPROVE

BY: Robert Tremaine
Robert Tremaine

County Executive Office Signature

FISCAL PROCEDURES APPROVED
 ROBERT E. BYRD, AUDITOR-CONTROLLER
 BY:
 JERRY D. WOOD

Departmental Concurrence

Dep't Recomm.: Consent Policy Policy
 Per Exec. Ofc.: Consent Policy

**ASSESSOR-COUNTY CLERK-RECORDER
RECORDS MANAGEMENT & ARCHIVES PROGRAM
FY2009/2010 Rates - Summary**

| FY 08/09 Schedule Descriptions | FY2008/2009 | FY2009/2010 Proposed |
|---|-------------------|-------------------------|
| ARCHIVES | | |
| Storage, per cubic ft | \$0.44 mth | \$0.44 mth |
| Electronic Reports - Up to 100 pages | \$12.00 flat rate | \$10.00 flat rate |
| Copies\Faxes of documents | \$0.50 pg | \$0.45 pg |
| Hourly Labor Rate, Archives Analyst | \$84.50 hr | \$81.75 hr |
| Hourly Labor Rate, Records Analyst | \$84.50 hr | \$81.75 hr |
| Seminars/Workshops (per hr, per person) | \$36.00 hr/psn | \$32.00 hr/psn |
| COM SERVICES (discontinued 09/2007) | | |
| Microfiche Original | n/a | \$0.00 ea |
| Microfiche Duplicate | n/a | \$0.00 ea |
| RECORDS CENTER SERVICES | | |
| Storage, per 1 cubic ft (box) | \$0.44 mth | \$0.45 mth |
| Storage, open shelf filing - 1 linear ft | \$0.88 mth | \$0.88 mth |
| Storage, media storage per .5 cubic ft | \$0.44 mth | \$0.44 mth |
| Storage, media - contracted off-site, per container | \$3.10 mth | \$3.10 mth |
| Delivery\Pickup-Regular (Downtown) | \$12.00 ea | \$11.00 ea |
| Delivery\Pickup-Regular (outside DT) | \$24.00 ea | \$21.70 ea |
| Delivery\Pickup-Priority - up to 20 boxes | \$24.00 ea | \$21.70 ea |
| Delivery\Pickup-Rush - up to 20 boxes | \$45.00 ea | \$40.00 ea |
| Delivery\Pickup\Access charge per item | \$1.00 ea | \$1.00 ea |
| Apply Barcodes to filefolders and roll film | \$0.10 ea | \$0.09 ea |
| Indexing of box upon receipt | \$3.50 ea | \$3.15 ea |
| Indexing of import (roll film, 1/2 of indexing level 1) | \$0.90 ea | \$0.90 ea |
| Indexing of files, Level 1 | \$1.80 ea | \$1.60 ea |
| Indexing of files, Level 2 | \$2.15 ea | \$1.95 ea |
| Indexing of files, Level 3 | \$2.45 ea | \$2.45 ea |
| Retrieval of record/box | \$2.50 ea | \$2.35 ea |
| Filing/Refiling of record/box | \$2.50 ea | \$2.35 ea |
| Shredding by county contract - 1 cubic ft box of paper | \$7.85 bx | \$7.05 bx |
| Shredding by county contract - 1 cubic ft box of media | \$18.80 bx | \$16.50 bx |
| On-line support & maintenance (per user) | \$17.00 mth | \$15.25 mth |
| Electronic Reports - Up to 100 pages | \$12.00 flat rate | \$10.00 flat rate |
| Copies\Faxes of documents | \$0.50 pg | \$0.45 pg |
| Acct set-up & initial training (+ travel time)-up to 10 persons | \$97.50 flat rate | \$85.00 flat rate |
| Hourly Labor Rate, Records Center Technician | \$65.00 hr | \$63.00 hr |
| Hourly Labor Rate, Records Analyst | \$84.50 hr | \$81.75 hr |
| Seminars/Workshops (per hr, per person) | \$36.00 hr/psn | \$32.00 hr/psn |
| ALL SERVICES | | |
| Packaging/handling fee (non-county) per shipment | \$19.00 ea | \$9.75 ea |
| DOCUMENT IMAGING | | |
| Microfilm Master, processing, 16mm X 131' | \$27.50 rl | \$24.75 rl |
| Microfilm Master, standard size paper - min chrg of 1,500 pgs | \$0.06 pg | \$0.054 pg |
| Microfilm Master, processing 16mm X 215' | \$45.15 rl | \$40.50 rl |
| Microfilm Master, standard size paper - min chrg of 5,000 pgs | \$0.06 pg | \$0.054 pg |
| Microfilm Master, E-transfer, 16mm X 215' | \$92.65 rl | \$92.65 rl |
| Microfilm Master, processing, 35mm X 100' | \$30.00 rl | \$27.00 rl |
| Microfilm Silver Duplicating, processing 16mm X 100'/131' | \$28.85 rl | \$25.50 rl |
| Microfilm Silver Duplicating, 16mm X 215' | \$43.15 rl | \$38.80 rl |
| Microfilm Silver Duplicating, 35mm X 100' | \$35.45 rl | \$31.75 rl |
| Microfilm Diazo Duplicating, 16mm X 100'/131' | \$18.65 rl | \$13.35 rl |
| Microfilm Diazo Duplicating, 16mm X 215' | \$25.65 rl | \$18.05 rl |
| Microfilm Diazo Duplicating, 35mm X 100' | \$18.65 rl | \$15.70 rl |
| Microfiche Dupl. (Diazo) | \$0.80 ea | \$0.70 ea |
| CD (plus shipping & handling) | \$33.15 ea | \$29.75 ea |
| DVD (plus shipping & handling) | \$35.25 ea | \$31.50 ea |
| Hard Copy Paper Prints (min chrg 24 pages per microfilm roll) | \$12.00 min | \$10.75 min |
| Hard Copy Paper Prints per page | \$0.50 pg | \$0.45 pg |
| Hourly Labor Rate, Document Imaging Technician | \$64.00 hr | \$63.00 hr |
| Hourly Labor Rate, Records Analyst | \$84.50 hr | \$81.75 hr |
| Seminars/Workshops (per hr per person) | \$36.00 hr | \$32.00 hr/psn |

Note: Please refer to the FY2009/2010 Rate Schedule for a detailed description of each rate.

**Assessor-County Clerk-Recorder
Records Management and Archives Program (RMAP)
FY2009/2010 Rate Schedule**

| Service/Product | Description | FY 08/09 | Unit | FY 09/10 |
|--|--|------------------------|---------------------------------|----------|
| Account changes | Changes to user accounts such as password changes, transferring of accounts, adding or deleting personnel authorizations, cancelling, etc. ¹ | \$6.50 | per change (flat rate) | \$6.30 |
| Account notices | Special and delinquent notices to user accounts such as destruction authorizations overdue by 30 days or more. ¹ | \$32.50 | per notice (flat rate) | \$31.50 |
| Account set-up & initial training | Creating new accounts, obtaining and processing authorizations and initial training (1.0 hr on-site). This applies to both new RMAP accounts and new RS-Web accounts. | \$97.50 | each (flat rate) | \$85.00 |
| DRRS-Step 1, New RRS Submission of Project Request | Receiving, documenting and tracking each DRRS. ¹ | \$84.50 | submittal (flat rate) | \$81.75 |
| DRRS-Step 2, New RRS Setup project | Covers the initial meeting with each entity ² that is preparing to create a records retention schedule (RRS). The meeting will be to discuss the inventory of the records, the necessary on-site training in preparing the inventory, basic assistance in the classification of the records according to their function within the entity. Includes a separate 4-hour training session to address the entity's needs. ¹ Additional meetings required will be charged at the RM Professional Support rate. | New Elective FY 09/10 | submittal | \$981.00 |
| DRRS-Step 3, New RRS Review & Analysis by Archives/Records Analyst | Reviewing and analyzing the research completed by the submitting entity; 1 meeting with submitting county entity to clarify the records inventory & records series; review of the research and analysis done by the entity to ensure compliance to standards; up to 2 meetings as needed to finalize designations and prepare the RRS package for submittal to the RRR Committee. ¹ Additional meetings required will be charged at the RM Professional Support rate. | New Elective FY 09/10 | records series | \$81.75 |
| DRRS-Step 4, New RRS Coordinating review process by County RRR Committee | Coordinating RRR Committee's review, scheduling meetings and documenting correspondence, meetings, decisions and revisions required to finalize this review process. This meeting is the last step prior to submitting the RRS to the BOS. Coordinating the discussion and documenting the decisions made is critical to ensuring a legally defensible RRS. ¹ | New Elective FY 09/10 | records series | \$24.50 |
| DRRS-Step 5, New RRS Submitting to County BOS for approval | Processing of Form 11, posting DRRS on RMAP website. ¹ | New Elective FY 09/10 | records retention schedule | \$163.50 |
| DRRS-Step 6, Approved RRS Annual updates & maintenance for ALL BOS approved Department Records Retention Schedules | Annually RMAP will contact each county entity ² that has an approved BOS DRRS. While the entity will be responsible for checking and verifying all legal codes, administrative and operational requirements related to their records, RMAP will be responsible for coordinating this review and applying the changes to the retention schedule. This also includes maintaining all backup documentation supporting the DRRS and maintaining the most current version on the RMAP website as required by A-43. This will be a flat annual charge to those departments with BOS approved DRRS. Revised DRRS that must be resubmitted to the RRR Committee (DRRS, Step 4) and BOS (DRRS, Step 5) will be charged in accordance with the established fees for these services. | New Mandatory FY 09/10 | records series (Attach A, Pg 7) | \$49.05 |

**Assessor-County Clerk-Recorder
Records Management and Archives Program (RMAP)
FY2009/2010 Rate Schedule**

| Service/Product | Description | FY 08/09 | Unit | FY 09/10 |
|---|---|------------------------------|------------------------------------|----------|
| GRRS-Part 1, Implementing w/ Records Center | Research, analysis and communication to Records Center customers for records stored at the Records Center that are eligible for destruction. To ensure compliance with both fiscal and calendar year retention periods this analysis for each records series is performed at the end of each calendar year and fiscal year. | New FY 09/10 | records series | \$16.35 |
| GRRS-Part 2, Implementing w/ County | Implementing w/in County Departments: One mandatory meeting (1.0 hr + travel) with each County Department (see Appendix B) to review the implementation requirements of the County of Riverside GRRS. Also includes one on-site 2.0 workshop and 4 training sessions at the CAC on understanding and implementing the County of Riverside GRRS. Upon request by departments additional meetings or training sessions can be provided at the RM Professional Project Support Rate. Ongoing review, maintenance & analysis: required to ensure compliance with county policies and government codes. Includes coordination with County RRR Committee and submission to the BOS as required. | New Mandatory FY 09/10 | per Dept (Attach A, Pg 8) | \$1,145 |
| Imaging-Converting datafiles to CD; Basic CD Work order | Researching, uploading, transferring to CD indexes and images. Also includes quality control of required images. Shipping and handling are additional. | \$33.15 | CD | \$29.75 |
| Imaging-Converting datafiles to DVD; Basic DVD Work order | Researching, uploading, transferring to DVD indexes and images. Also includes quality control of required images. Shipping and handling are additional. | \$35.25 | DVD | \$31.50 |
| Imaging-Scanning of microfilm images | The scanning of microfilm. This includes job development, preparation of media, scanning, cropping of images, indexing, etc. Due to the unique requirements of each type of record and the various microfilm formats, a formal written cost proposal will be presented for each new job and quoted by the number of pages/images per hour. | \$64.00 | hour | \$63.00 |
| Imaging-scanning of paper | The scanning of prepared letter and legal size paper. This includes job development, preparation of paper and media, scanning, cropping of images, indexing, etc. Due to the unique requirements of each type of record, a formal written cost proposal will be presented for each new job and quoted by the number of pages/images per hour. | \$64.00 | hour | \$63.00 |
| Microfilm-Master, 16mm E-transfer, conversion | The conversion of electronic images to 16mm silver master microfilm. | \$92.65 | roll | \$92.65 |
| Microfilm-Master, 16mm E-transfer, uploading/downloading | Uploading and downloading electronic images for conversion to 16mm silver master microfilm. | \$64.00 | hour | \$63.00 |
| Microfilm-Microfiche | Diazo microfilm duplicate of original microfiche master. Also referred to as the working copy. | \$0.80 | each | \$0.70 |
| Diazo Duplicate, 4" x 6" | The microfilming of prepared non-standard size paper. | \$64.00 | hour | \$63.00 |
| Microfilm-Microfilming of non-standard size paper | The microfilming of prepared letter and legal size paper with a minimum charge of 1,500 pages per 16mm roll of microfilm. | \$0.06 | page | \$0.054 |
| Microfilm-Microfilming of standard size paper | Hard copy paper prints made from microfilm. This includes the first 10 minutes of research labor and the first 24 pages. Additional research required will be billed at the RM Technical Support Rate. | \$12.00 | Work Order | \$10.75 |
| Microfilm-Paper Prints | Hard copy paper prints made from microfilm after the first 24 pages. | \$0.50 | page | \$0.45 |
| Microfilm-Master Processing, 16mm x 131' | The development of the Master microfilm roll. | \$27.50 | roll | \$24.75 |

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FY2009/2010 Rate Schedule**

| Service/Product | Description | FY 08/09 | Unit | FY 09/10 |
|--|---|-----------------|------|----------|
| Microfilm-Master Processing, 16mm x 215' | The development of the Master microfilm roll. | \$45.15 | roll | \$40.50 |
| Microfilm-Master Processing, 35mm x 100' | The development of the Master microfilm roll. | \$30.00 | roll | \$27.00 |
| Microfilm-Roll film Diazo Duplicating, 16mm X 100/131' roll film | Diazo microfilm duplicate of original camera 16mm roll film master. Also referred to as the working copy. | \$18.65 | roll | \$13.35 |
| Microfilm-Roll film Diazo Duplicating, 16mm X 215' roll film | Diazo microfilm duplicate of original camera 16mm roll film master. Also referred to as the working copy. | \$25.65 | roll | \$18.05 |
| Microfilm-Roll film Diazo Duplicating, 35mm X 100' roll film | Diazo microfilm duplicate of original camera 35mm roll film master. Also referred to as the working copy. | \$18.65 | roll | \$15.70 |
| Microfilm-Roll film Silver Duplicating, 16mm X 100' roll film | Silver microfilm duplicate of original camera 16mm roll film master. Also referred to as the intermediate copy or surrogate master. | \$28.85 | roll | \$25.50 |
| Microfilm-Roll film Silver Duplicating, 16mm X 131' roll film | Silver microfilm duplicate of original camera 16mm roll film master. Also referred to as the intermediate copy or surrogate master. | \$43.15 | roll | \$38.80 |
| Microfilm-Roll film Silver Duplicating, 16mm X 215' roll film | Silver microfilm duplicate of original camera 35mm roll film master. Also referred to as the intermediate copy or surrogate master. | \$35.45 | roll | \$31.75 |
| Records-Barcodes, standard | Creation of standard barcodes and applying to file folders and boxes | \$0.10 | each | \$0.09 |
| Records-Barcodes, custom | Creation of customized barcodes based on customer requirements. Includes developing, tracking, applying to filefolders, verifying and maintaining master list. | New FY 09/10 | each | \$0.25 |
| Records-Copies/Faxes of documents | Printing paper copies or faxing paper records. | \$0.50 | each | \$0.45 |
| Records-Delivery/Pickup/ Access charge per item | Labor to process, track and document each item researched, retrieved, refilled and pulled by RMAP. | \$1.00 | each | \$1.00 |
| Records-Delivery/Pickup-Regular (Downtown) | Regular delivery and pickup of records from offices located in the downtown area of Riverside. Records requested by a specified time on Day one are normally delivered by close of business on Day two. | \$12.00 | trip | \$11.00 |
| Records-Delivery/Pickup-Regular (outside DT) | Delivery and Pickup of records from offices located outside the downtown area of Riverside. | \$24.00 | trip | \$21.70 |
| Records-Delivery/Pickup-Priority | Delivery and Pickup of records required within 4 business hours of the request. | \$24.00 | trip | \$21.70 |
| Records-Delivery/Pickup-Rush | Delivery and Pickup of records required within 1 to 2 business hours of the request. | \$45.00 | trip | \$40.00 |
| Records-Certified Destruction of paper, 1 cubic foot box | Certified Records Destruction of paper that is shredded on-site at the Records Center and witnessed by an RMAP technician. | \$7.85 | box | \$7.05 |
| Records-Certified Destruction of microfilm, 1 cubic foot box | Certified Records Destruction of microfilm that is shredded on-site at the Records Center and witnessed by an RMAP technician. | \$18.80 | box | \$16.50 |

**Assessor-County Clerk-Recorder
Records Management and Archives Program (RMAP)
FY2009/2010 Rate Schedule**

| Service/Product | Description | FY 08/09 | Unit | FY 09/10 |
|--|--|------------------------|------------------------|------------------------|
| Records-Indexing of box upon receipt | Data entry of the contents for each box transferred to RMAP to include a general description of the records in the box, destruction date if known, close or ending dates and other descriptive information. | \$3.50 | box | \$3.15 |
| Records-Indexing of file folders, Level 1 | Data entry of each file folder transferred to RMAP based on the retrieval requirements of each customer. Level 1 includes 1 field of information provided by the customer on the transfer documents or customized bar code. | \$1.80 | file | \$1.65 |
| Records-Indexing of file folders, Level 2 | Data entry of each file folder transferred to RMAP based on the retrieval requirements of each customer. Level 2 includes 2 to 5 fields of information provided by the customer on the transfer documents or customized bar code. | \$2.15 | file | \$1.95 |
| Records-Indexing of file folders, Level 3 | Data entry of each file folder transferred to RMAP based on the retrieval requirements of each customer. Level 3 includes 1 or more fields of information that is contained within each file folder on the documents or customized bar code. | \$2.45 | file | \$2.45 |
| Records-Indexing of import, Roll film only | Data entry of each file folder transferred to RMAP based on the retrieval requirements of each customer. Level 1 includes 1 field of information provided by the customer on the transfer documents or customized bar code. | \$0.90 | each | \$0.90 |
| Records-Retrieval, Filing, Refiling | Retrieval, filing and refiling of records - includes box, file folder or other similar unit. All requests are charged a minimum of one retrieval even if a request is submitted in error whereas a box or file folder had been previously retrieved or destroyed. Also, includes permanent removal of boxes. | \$2.50 | each | \$2.35 |
| Records-RS-SQL web access | Secured RS-SQL web access. | \$17.00 | user/IP address | \$15.25 |
| Records-RS-SQL web access changes | Changes to RS-SQL user accounts such as url changes, password changes, transferring of accounts, etc. These changes must be coordinated and submitted to the ACR-IT Help Desk. | \$19.50 | per change (flat rate) | \$18.90 |
| Records-Storage, paper 1 cubic ft. | Secured storage of paper documents. Also includes documents that are scanned and microfilmed and waiting for customer approval after 30 days. | \$0.44 | box monthly | \$0.44 |
| Records-Storage, open shelf filing; 1 linear ft | Secured storage of paper documents that require open shelf storage. | \$0.88 | linear ft monthly | \$0.88 |
| Records-Storage, media - contracted off-site (60+ miles) | Specialized climate control secured storage of microfilm, cassette tapes, DVD's and CD's. | \$3.10 | each | \$3.10 |
| Records-Storage, media - contracted off-site (300 + miles) | Specialized climate control secured storage of microfilm for the County Recorder. | at cost + 8% admin fee | qty | at cost + 8% admin fee |
| Records-Storage, media on-site .5 cubic ft | Secured storage of microfilm, cassette tapes, DVD's and CD's at the Gateway and RC Annex facilities. | \$0.44 | box monthly | \$0.44 |
| Records-Supply Services driver rate | Upon special request for a pickup or delivery of records. RMAP contracts with Supply Services to pickup and deliver pallets of boxes. | pass through cost | hour | pass through cost |
| Reports-Electronic, up to 100 pages | Reports requested by customers. Provided in two formats (xls or pdf) depending on the type of request. | \$12.00 | report | \$10.00 |
| RM-Professional Support, Archives/Records Analyst | Professional records management analysis, one-to-one training and consulting, special projects, research assistance, etc. | \$84.50 | hour | \$81.75 |
| RM-Seminars/Workshops | Professional Records Management Classes. Cost per hour per person for each class. | \$36.00 | per hour, per person | \$32.00 |
| RM-Technical Support, RMAP RC Technician | Records Center services for work not covered by rates. | \$65.00 | hour | \$63.00 |

**Assessor-County Clerk-Recorder
Records Management and Archives Program (RMAP)
FY2009/2010 Rate Schedule**

| Service/Product | Description | FY 08/09 | Unit | FY 09/10 |
|--|---|----------|----------------------------------|----------|
| RM-Technical Support, RMAP DI Technician | Imaging and microfilming services to prepare, process, quality control and convert paperelectronic documents to another media format. | \$64.00 | hour | \$63.00 |
| RM-Technical Support, Ongoing, Level 1 | Records Management Technical Support for accounts with an annual balance up to \$5K. Covers the processing of Transfer lists and communicating with customers to correct errors, changes, cancellations, deletions or revisions. | \$13.00 | Acct monthly | \$12.60 |
| RM-Technical Support, Ongoing, Level 2 | Records Management Technical Support for accounts with an annual balance between \$5K and \$20K. Covers the processing of Transfer lists and communicating with customers to correct errors, changes, cancellations, deletions or revisions. | \$65.00 | Acct monthly | \$63.00 |
| RM-Technical Support, Ongoing, Level 3 | Records Management Technical Support for accounts with an annual balance exceeding \$20K. Covers the processing of Transfer lists and communicating with customers to correct errors, changes, cancellations, deletions or revisions. | \$130.00 | Acct monthly | \$126.00 |
| RRS-disposition extensions Initial work order submission | Department's request to extend the retention period for a records series on either their own BOS approved Department Records Retention Schedules or the County General Records Retention Schedule. Initial logging, analysis and verification of request. ¹ | \$84.50 | request (flat rate) | \$81.75 |
| RRS-disposition extensions Processing each records series | Department's request to extend the retention period for a records series on either their own BOS approved Department Records Retention Schedules or the County General Records Retention Schedule. Processing, documenting, monitoring and maintaining requests. Includes submission to the BOS as required by A-43. ¹ | \$16.90 | records series (flat rate) | \$16.35 |

| Outside Rates (non-government) | Description | FY 09/10 | Unit |
|---|---|----------|--------------|
| Imaging-Converting datafiles to DVD; Basic DVD Work order | Researching, uploading, transferring to DVD indexes and images. Also includes quality control of required images. Shipping and handling are additional. | \$26.85 | DVD |
| Microfilm-Microfiche Diaz Duplicate, 4" x 6" | Diazo microfilm duplicate of original microfiche master. Also referred to as the working copy. | \$0.65 | each |
| Microfilm-Roll film Diaz Duplicating, 35mm X 100' roll film | Diazo microfilm duplicate of original camera 35mm roll film master. Also referred to as the working copy. | \$10.85 | roll |
| Packaging & Handling of Products | Diazo microfilm duplicate of original camera 35mm roll film master. Also referred to as the working copy. | \$9.75 | pkg/mailling |

NOTE #1 : This fee is currently being charged as an hourly rate - changing to a flat fee will provide a flat budget amount which will help County departments determine their professional archives and records management costs in their budget.

NOTE #2 : Entity is defined as any work unit such as Agency, Department, Division, Section, Work Unit, Project, etc

**RMAP - DRRS Annual Review
DRRS-Step 6, Approved County DRRS
List of BOS Approved Departmental Records Retention Schedules**

| Department / Agency | Division / Section | Schedule Number | Date approved by BOS | Agenda Number | # of Records Series (RS) on RRS | Cost per Records Series (RS) on RRS | Total Annual Cost |
|--|--|----------------------|----------------------|---------------|---------------------------------|-------------------------------------|-------------------|
| Assessor-County Clerk-Recorder (ACR) | County Clerk | | 1/23/2007 | 3.5 | 53 | \$49.05 | \$2,599.65 |
| Assessor-County Clerk-Recorder (ACR) | Recorder | | 1/23/2007 | 3.5 | 60 | \$49.05 | \$2,943.00 |
| Assessor-County Clerk-Recorder (ACR) | Assessor - Valuation, Title, Mapping, Assessment Services & Exemptions | | 1/23/2007 | 3.5 | 20 | \$49.05 | \$981.00 |
| CHA - Environmental Health | District Environmental Services | | 1/23/2007 | 3.5 | 7 | \$49.05 | \$343.35 |
| CHA - Environmental Health | Environmental Resources Management / Land Use / Water Engineering | | 1/23/2007 | 3.5 | 5 | \$49.05 | \$245.25 |
| CHA - Public Health | Children's Medical Services, Child Health Programs, California Children's Services | | 1/23/2007 | 3.5 | 11 | \$49.05 | \$539.55 |
| CHA - Public Health | Clinic Management | | 1/23/2007 | 3.5 | 3 | \$49.05 | \$147.15 |
| CHA - Public Health | Community Outreach | | 1/23/2007 | 3.5 | 5 | \$49.05 | \$245.25 |
| CHA - Public Health | Disease Control / Administration | | 1/23/2007 | 3.5 | 1 | \$49.05 | \$49.05 |
| CHA - Public Health | Disease Control / Communicable Diseases | | 1/23/2007 | 3.5 | 5 | \$49.05 | \$245.25 |
| CHA - Public Health | Disease Control / Epidemiology & Program Evaluation | | 1/23/2007 | 3.5 | 1 | \$49.05 | \$49.05 |
| CHA - Public Health | Disease Control / Healthy Children's Connection | | 1/23/2007 | 3.5 | 4 | \$49.05 | \$196.20 |
| CHA - Public Health | Disease Control / HIV/AIDS | | 1/23/2007 | 3.5 | 3 | \$49.05 | \$147.15 |
| CHA - Public Health | Disease Control / Immunization | | 1/23/2007 | 3.5 | 7 | \$49.05 | \$343.35 |
| CHA - Public Health | Disease Control / Immunization Registry | | 1/23/2007 | 3.5 | 5 | \$49.05 | \$245.25 |
| CHA - Public Health | Disease Control / Sexually Transmitted Diseases | | 1/23/2007 | 3.5 | 5 | \$49.05 | \$245.25 |
| CHA - Public Health | Disease Control / Tuberculosis | | 1/23/2007 | 3.5 | 11 | \$49.05 | \$539.55 |
| CHA - Public Health | Maternal, Child and Adolescent Health (MCAH) | | 1/23/2007 | 3.5 | 6 | \$49.05 | \$294.30 |
| CHA - Public Health | Nutrition Services / Women, Infants, Children (WIC) | | 1/23/2007 | 3.5 | 7 | \$49.05 | \$343.35 |
| CHA - Public Health | Special Services / Office of Industrial Hygiene | | 1/23/2007 | 3.5 | 6 | \$49.05 | \$294.30 |
| CHR - Human Resources | All Divisions / Sections | DRRS_CHR_2008_Rev01 | 12/16/2008 | 3.12 | 50 | \$49.05 | \$2,452.50 |
| COCO - County Counsel | All Divisions / Sections | DRRS_COCO_2008_Rev01 | 12/16/2008 | 3.12 | 20 | \$49.05 | \$981.00 |
| Transportation and Land Management Agency (TLMA) | Traffic Engineering Section | 300-01 | 10/5/1999 | 2.13 | 12 | \$49.05 | \$588.60 |
| Veteran's Services | Administration | 581.1 | 9/10/2002 | 2.16 | 14 | \$49.05 | \$686.70 |
| | | | | | 321 | | \$15,745.05 |

Note: Departments will be charged annually every March

1. Background

In response to Resolution 2004-044, the Board of Supervisors approved a revised County Records Management and Archives Policy (A-43) in 2004. In section B.1 of that policy, it was made clear that the Records Management and Archives Program (RMAP) was to develop a means of recovering the costs of implementing and sustaining the policy's objectives. RMAP's efforts over the past four years to implement a countywide records management and archives program, paid for only by those departments choosing to utilize the Document Imaging and Record Center's services, have not provided the funds necessary to implement the full purpose and intent of Policy A-43. Therefore, the Assessor-County Clerk-Recorder, on behalf of the Records Management and Archives Program, is drafting an action plan to establish appropriate rates to recover costs associated with A-43.

In compliance with current cost cutting measures, the plan will be incrementally phased in over a multi-year time frame by RMAP personnel working with the County Executive Office. Additionally, this plan will eventually provide (1) sustainable funding to hire and maintain professional records management staff, (2) provide budgetary certainty to all County departments, as they will be given their professional archives and records management fixed costs in their budget package; (3) ensure that departmental records management practices are truly based on best practice and legal compliance and not on individual work habits. The resulting consistency will produce a benchmark for establishing accountability and will provide sound legal footing in the event of litigation, government review or financial audit thereby reducing the County's legal and financial risk with regard to records management.

This plan will result in a long-term benefit to the County through increased efficiencies and productivity which will lead to tangible cost savings.

2. Records Management Fees

In Resolution 2004-044 adopting A-43, the Board recognized the critical importance of not only providing the identified services but also creating a sustainable funding source for the identified services.

Due to the breadth and depth of A-43, as well as the current and potential future County budgetary challenges, components of A-43 will be implemented in priority order. The first two components of A-43 proposed to be implemented are new flat fees for retention schedules (DRRS, Steps 1- 5 and the two new mandatory fees (DRRS, Step 6; GRRS, Part 2).

Proposed fees for FY0910

The DRRS, Step 6 rate is to coordinate the annual review of all approved departmental records retention schedules to ensure continual legal compliance. The GRRS, Part 2 rate is to provide basic training to ALL county departments to ensure legal compliance to the General Records Retention Schedule. These two components were selected for initial implementation for two important reasons (1) the potential costs savings to all County Departments and (2) the county-wide legal exposure from failure to follow approved records retention schedules.

Sustainable Fee recommendations

Also in consideration of the County's current and potential future budget challenges, costs of implementing A-43 will be recovered through sustainable fees phased in over a multi-year

period. The combination of sustainable fees and a phased in approach provides two critical advantages to the County.

The first advantage to the County relates to sustainable fees. The concept of sustainable fees is critical to achieving the Board's desire for implementing A-43 county-wide in that the fees charged for proposed services have a nexus or direct linkage to the users or beneficiary's of the proposed services. This approach to funding A-43 activities (1) enables payers for the services (all County departments) to connect cost and service, (2) provides a transparent cost structure for the services, (3) promotes efficient, value-added services by linking a payment with a service.

More importantly, sustainable fees will minimize the direct impact to the County General Fund by fairly, equitably and consistently distributing the costs of A-43 to all County departments.

The second advantage to the County relates to the phased in approach. The concept of a phased in approach minimizes the budgetary impact of adopting A-43 policies and procedures by spreading the costs of the proposed services, and the associated cost recovery through sustainable fees, over a multi year time frame, as jointly determined by RMAP personnel and the County Executive Office, linked to the County's financial position.

3. Cost / Benefit Analysis

Due to County fiscal limitations and cost cutting measures, A-43 will be fully implemented over a multi-year time frame as jointly determined by RMAP personnel and the County Executive Office. As a result, RMAP personnel will implement the proposed rates in phases appropriate to the current fiscal situation.

Creating and implementing policies and procedures to comply with A-43 will initially result in increased costs to the County. These increased costs mostly represent additional personnel in RMAP to provide the defined services. The increased costs incurred in RMAP will be equitably distributed to all County departments.

While complying with A-43 will initially result in increased costs, there will be offsetting, or even increased, benefits to the County in general and to departments specifically. These benefits are both tangible and intangible and will include the following considerations.

- ❖ Reduce physical storage space within departments. This will result in less overall physical space needed by departments. A reduction in overall physical space within departments will result in lower rental costs if the space is leased and lower maintenance and utility costs if the space is owned.
- ❖ Reduce electronic storage space within departments. This reduced electronic storage space will result in less overall electronic storage space needed by departments. A reduction in overall electronic space within departments will result in lower hardware costs and maintenance of hardware.
- ❖ Reduce document storage and destruction errors and oversights by adopting comprehensive records retention schedules. These schedules will ensure all critical and necessary documents are accurately placed into storage. These schedules will also

ensure records are maintained the appropriate length of time but not beyond, which will efficiently utilize dedicated storage space.

- ❖ Reduce the exposure and liability of destroying documents prematurely. County policies and government codes require strict interpretation and adherence to storage and destruction timelines. Centralizing the oversight of storage and destruction will ensure critical documents are available as prudent, required and or mandated.
- ❖ Reduce the time and associated cost for paper and electronic document maintenance and retrieval within County departments. Departments will be able to focus on providing core services as opposed to cumbersome and haphazardly filing, maintaining and then searching for necessary paper and/or electronic documents. A systematic process for filing and paper and/or electronic retrieving documents will lead to increased efficiency within departments.

The increased efficiencies from these considerations will lead to increased productivity. Increased productivity will lead to decreased costs and/or the ability to provide additional services without additional resources.

4. MGT of America, Inc. Review

MGT of America, Inc. (MGT) is a national consulting firm providing services to the public sector. MGT consultants annually prepare the County of Riverside's cost allocation plan. RMAP personnel requested MGT consultants review the proposed methodology, calculations and implementation of the rates necessary to comply with BOS Policy A-43.

Based on a series of meetings with RMAP personnel and a review of provided documents, schedules, analyses and calculations, MGT consultants conclude the methodology and resulting calculations of the rates to comply with A-43 (DRRS, Steps 1 – 6 & GRRS, Parts 1 & 2) are appropriate and reasonable. The theories, analysis and methodologies proposed by RMAP personnel are consistent with industry standards and appear to fairly and equitably recover the costs of A-43 compliance from County departments over a multi-year time frame.

5. Next Steps

The current proposed rates cover some, but not all components of A-43 compliance. RMAP personnel will continue to develop and incrementally implement appropriate rates to recover all components of A-43. MGT consultants will assist RMAP personnel on an as-requested basis. RMAP personnel will communicate with the County Executive Office and officials to further implement and adopt polices and procedures for A-43 compliance.

Additionally, as previously stated, due to County fiscal imitations and cost cutting measures, A-43 will be fully implemented over a multi-year time frame. As a result, RMAP personnel will work with the County Executive Office to implement the proposed rates in phases appropriate to the current fiscal situation.
