MMANH Local Government Management Fellowship

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Submitted to:

Town of Stratham, New Hampshire

Submitted by:

Nicholas J. Pasquale

Why switch to electronic records management?

- Control the growth of records
- Reduce operating costs
- Improve efficiency and productivity
- Ensure regulatory compliance
- Reduce legal risk
- Safeguard vital information
- Foster greater professionalism
- *David O. Stephens. *Electronic Records Management.* ICMA, 2006.

Implementing Electronic Management v. Doing Nothing

Pros

- Get control of the disorganization now
- Can store archived records in permanent storage area
- Creates a 2nd legal copy and includes backups of all scanned material
- Would make departments more organized in the way they store records

Cons

- Must keep expanding record space
- Prices increase to maintain storage spaces (utility costs)
- Vault becomes disorganized
- Maintenance loses their office space at the Municipal Center as the storage area expands
- Costs increase in paying employees to physically search for old records

Executive Summary of Report

- Since the annual conference and job shadowing, I have been analyzing the different departments and storage areas throughout Stratham.
  - I have helped clean up the maintenance area, the Municipal Center basement, and the Police Department's Cold Storage and downstairs records room.
  - The maintenance area has been reorganized by myself and includes records for Finance, the Town Treasurer, the Town Clerk, and Parks and Recreation.
  - Administration (including the Town Administrator's office, Finance's office, Park and Recreation's office, the Town Administrator assistant area, and printer area) are not out of control, but the Town Administrator's office should be reorganized to move old records into the mezzanine or Municipal Center basement.

Executive Summary continued

- The Land Use Department (including Assessing, the Building Inspector, and the Planning Department) probably needs the most help. The Planning Department is very behind in scanning building plans and permits onto Avitar. Scanning would allow the Town Planner to clean out the dozens of binders and antiquated building plans and move them to the mezzanine for permanent storage.
- The Police Department, Fire Department, and the Library are all set. Boxes of records were shredded for the police and library. The Fire Department is not a priority (as a volunteer department with no full time workers) and there is a plan to use their 3-in-1 printer/scanner/copier to keep the records organized.

Storage Area Specifications

---	Climate Controlled	Can be Locked Down	Categories of Records Allowed
Municipal Center Basement	**IS NOT** climate controlled	Locked by padlock within bulkhead	Only Categories 3 & 4 Allowed
Maintenance Area	**IS** climate controlled	Locked by door within Admin area	Only Categories 3 & 4 Allowed
Highway Department Mezzanine	**IS** climate controlled	Locked by door within garage	All Categories 1 – 4 Allowed
Town Clerk Vault	**IS** climate controlled	Dial locked within Town Clerk area	All Categories 1 – 4 Allowed
Police Cold Storage	**IS NOT** climate controlled	Locked by door within station	Only Categories 3 & 4 Allowed

Vendor Specifications

---	Cost to Implement	Expected Life of Product	Computer Program Solution?	Company Provides Shelving?	Company Provides Indexing?
King Information Systems	$5,050 to consult before designing plan	Depends on plan that KIS implements	No computer program solution	Company can provide shelving	Company can index records manually
DocStar – PiF Technologies	Up to $22,000 to implement	Estimated to last until 2050	Only a computer program solution	Company does not provide shelving	Company can index records through comp. program
Dupont Storage Systems	Up to $7,275 to install 20 shelving units	Lifetime warranty for shelving	No computer program solution	Company only provides a shelving solution	Company does not provide indexing
RICOH USA	$200,000 to scan everything	Online legal copy of records forever	No computer program solution	Company does not provide shelving	Company can index records manually
Treeno Software - Conway Office Solutions	Up to $9,095 to implement on Stratham's servers	Estimated to last until 2050	Computer program solution available	Company does not provide shelving	Company can index records through comp. program
Inception Technologies	Estimated $17,916 to scan 557,000 pages	Online legal copy of records forever	No computer program solution	Company does not provide shelving	Company can index records manually

Shredding Companies

- Absolute Data Destruction:
  - Offsite destruction would be $2.00/box minimum of $50.00
  - Onsite destruction would be $6.00/box minimum of $75.00
  - All pickups are completely HIPAA compliant. Each invoice will provide a Certificate of Destruction for your records.

- Cintas Shredding:
  - Offsite destruction would be $5.00/box.
  - Onsite destruction would be $9.00/box, $10.00/box if they take the cardboard.
  - No extra fees or charges attached to total.

- I would recommend that a shredding company be contracted to come to the Municipal Center once a year to purge all old files according to the retention schedule.

King Information Systems
Norwood, MA   Lindsay Eisan

- Consulting Services $505.00 per day plus expenses
- Labor services $260.00 to $480.00 per day plus expenses for onsite implementation, document prep, file reorganization, purging etc…
- Microfilm services $0.05 per image for standard documents up to $1.50 per image for large format documents
- Scanning Services $0.12 up to $0.50 per image depending on indexing etc…

- They also offer a full range of supplies and equipment for high density and archival filing.
- Their strategies within their analysis include scanning, indexing, and selling equipment for storage needs.

DocStar – PiF Technologies
Hooksett, NH   Larry Marino

- DocStar is an application that improves efficiency by storing scanned documents and indexing them automatically via keywords in department specific templates
- Saving on DocStar is a legal original, you can shred the paper copy under RSA
- DocStar can contain any file type: audio, video, microfilm, microfiche
- Concurrent licenses (5) anyone have DocStar open, but only 5 at one time can search
- Upgrades, full support, and back-ups to 2 data centers nightly are free for 1 full year
- Back-ups become $750 after year one, upgrades and support become 18% of total price after one year
- Estimated to take one week to implement on our servers and train the staff
- Would cost an estimated $20-22,000 to get Stratham up and running

Dupont Storage Systems
Berlin, CT   Ron Keith

- Maintenance Area File Room
- Project Price: $4,325.00 - to buy 12 shelving units

- Municipal Center Inner Basement
- Project Price: $7,275.00 - to buy 20 shelving units

- Option for Center isle units only in Inner Basement
- Project Price: $4,645.00 - to buy 10 shelving units

RICOH USA
Manchester, NH   Christina Larochelle

- Ricoh has been providing fast, secure, local scanning of virtually any type or size of documents for more than 25 years.

- Through our national network of processing centers, we have the capacity to scan more than 50 million pages per month. This reinforces our proven track record as the nation's largest provider of document imaging services. In situations where documents cannot leave the premises, Ricoh offers contracted managed services, or can deploy its mobile imaging team that can go where the documents are and quickly set up temporary on-site imaging operations.

- Finance Department Estimate: $10,906

- Town Clerk Estimate: $19,730

- Planning Department Estimate: $38,707

- Assessing Department Estimate: $4,822

- Total: $74,165 as of November 2014
  - This includes scanning and indexing for the records in the aforementioned 4 departments

Treeno Software – Conway Office Solutions Nashua, NH   Jerry Creteau

- Treeno Software works by scanning a file into the program. You can store any file format.

- Treeno is the integrated viewer, so opening files does not open another window.

- It has unlimited storage capacity and the online cabinets that files are stored under can be created for different users and departments.

- Treeno allows users to mark-up documents within its virtual viewer so one does not need to edit the original and rescan it.

- Total: $9,095 - to buy the software for Stratham's servers

- Total: $4,699 - to host the software on Conway Office Solution's servers

Inception Technologies
Manchester, NH   Raymond Feoli

- Inception Technologies focuses on scanning and indexing documents into searchable PDF files.

- They are specifically an off-site company.

- Inception Technologies requires that clients prepare their boxes to be shipped (they will ship for $50) and develop an indexing scheme to be applied to each document type.

- This was based on Ray Feoli's estimate of records at the Municipal Center:

Town Paper Records

Estimated Number of Pages	Document Preparation	Cost of Scanning	Indexing of Files	Estimated Total Cost
557,000	$7890	$10,026	TBD	$17,916

- Estimate is based on 50 Four Drawer Filing Cabinets and 35 banker boxes.
- Estimated 464 man hours of document prep work
- Hourly document prep rate of $17 per hour
- Indexing will include Year and Group
- Scanning cost is based on $0.018 per page.
- Indexing is based on $0.01 keystroke.
- Pick up & Delivery is $ 50.00/trip.
- Any additional project requirements identified may increase or decrease pricing based on the customer's changes.
- Final price is subject to change based on evaluation of sample documents and acceptance of the project
- This is an estimate only final count will prevail.

Recommendation for Records Storage

- I think that DocStar would be the most logical choice, if a vendor was to be chosen. Stratham is not Dover nor is it Nashua, meaning that it does not have a huge tax base and a lot of public funds. DocStar could get Stratham up and running within a week for around $20,000. It is very user friendly and the company specifically only offers that software, they do nothing else so they would be very focused on all of Stratham's needs. Larry Marino would work with employees to establish user logins and department specific indexing schemes.

- Instead of saying that Parks and Recreation and the Library are the lowest priority for a scanning company to come in, with DocStar it will not matter. Once the program is paid for, every department can use DocStar to scan any records they want into the program and electronic filing system.

Recommendations continued

- I would also recommend that any binders that are not frequently used be boxed up and sent to the mezzanine. The Planning Department and the Town Clerk have years' worth of Board minutes, tax records, etc. If DocStar was bought, someone could scan the minutes and then box them up. Even if DocStar is not used, if the minutes aren't gone back to frequently, then they should be stored in the mezzanine versus taking up previous bankers' box storage in the maintenance area and the vault.

Thank You

- With my 400 hours coming to an end, I would just like to take the chance and thank everyone.
- Thank you to town administrator, Paul Deschaine, for taking me under his wing and teaching me a lot about municipal government these past 5 months.
- Thank you to the Board of Selectmen for giving a UNH graduate student the chance to work on this paid fellowship.
- Thank you very much to Carlos Baia and all the MMANH town administrators who provided feedback for my project.
- And thank you very much to all the town of Stratham employees who made me feel welcome and part of their team here, I will miss you all.