

Olivehurst Public Utility District



Agenda Item Staff Report

Meeting Date: February 20, 2025

Item description/summary: Records Retention Quote

OPUD currently has a records retention policy that pertains only to its agendas and board meeting recordings. We currently do not have a retention schedule for items related to every department within OPUD. We currently keep all documents, paper and electronic versions, and do not destroy anything. This leaves OPUD open to risk as it relates to public record requests. It is important to have a specific schedule as it pertains to each department within the district that is followed closely. It will also allow destruction of records that should not be kept. By adopting a records retention policy and schedule, it will be easier to locate records as well as respond to records requests made by the public. It will also allow us the opportunity to start archiving required documents into a digital format so they can be easily accessible.

The proposal is from Gladwell Governmental Services, Inc. Diane Gladwell has extensive knowledge and experience of drafting records retention schedules for all kinds of special districts. She has been vetted through California Special Districts Association (CSDA) and is a presenter for their records retention classes.

Her proposal includes creating a records retention schedule for Fire, Parks, Public Works, Water, and Sewer Departments. This will be phase 1 at a cost of \$5,000.00. Phase 2 will educate and guide us on how to properly implement the procedures and properly destroy records in compliance with the law at a cost of \$450.00. The last phase is a yearly subscription, should we choose, to keep the retention schedule up to date once the original schedule is created. This will cost \$450.00 per year.

Once the retention record schedule has been drafted and submitted, we will have OPUD legal counsel review for accuracy and any changes she feels in necessary for the District.

Fiscal Analysis:

The overall goal would be to add this to the next fiscal year 2025-26 budget during the creation of the budget. However, should there be funds remaining at the end of this fiscal year 2024-25, we could possibly add it in. This project will take time to implement, but the belief is that it will bring OPUD into legal compliance and allow destruction of non-critical records.

Sample Motion/Staff Recommendation:

Consider approving the proposal from Gladwell Governmental Services, Inc, for records retention, training, and subscription services.

Prepared by:

Bri Anne Ritchie, Board Clerk/Executive Assistant

PROPOSAL FOR OLIVEHURST PUBLIC UTILITY DISTRICT RECORDS RETENTION, TRAINING AND SUBSCRIPTION

A recent Coopers & Lybrand study showed that records and information systems often represent 50% of the total cost of doing business, and the average office makes 19 copies of each document.

Average Costs:

- \$20 to file each document
- \$1.50 to retrieve each document
($\$20 \times 19 \text{ copies} = \380 to file)

The average office loses 1 out of 20 office documents. It then costs:

- \$120 to search for the document
- \$250 to recreate it, if lost
(1 lost document = \$370)

This proposal will result in the following benefits to Olivehurst Public Utility District:

1. Ensure efficiency and consistency.
2. Free Office and Storage Space.
3. Ensure fast response times and excellent customer service levels.
4. Provide an efficient “base” for operations in future years.

The President of Gladwell Governmental Services, Inc., Diane R. Gladwell, is a Master Municipal Clerk that has developed records management programs for over 200 California Special Districts and cities. Ms Gladwell was a City Clerk for six years, and has an excellent knowledge of government operations and document imaging. She is recognized as a leading expert in records management and has an excellent knowledge of the industry, products and vendors as well as hands-on user and administration experience with many systems. Ms. Gladwell is the author of several publications on records management, business process reengineering (BPR), and document imaging, and is a noted speaker (including AIIM, ARMA, and COMDEX). In addition, Ms. Gladwell has received multiple awards for document imaging / records management and administration.

GGs’s legal research and knowledge in the retention of California government records is unsurpassed, as noted by one of our clients:

“Her knowledge of municipal government and its structure are immense and her legal research was flawless.”

Ms. Gladwell has no vendor affiliations, and therefore can provide objective advice and recommendations, where appropriate.

SCOPE OF WORK

RECORDS RETENTION SCHEDULES, TRAINING, SUBSCRIPTION

Phase 1-GGS: Records Retention – GGS Format / Best Practices Videoconferences

Gladwell Governmental Services, Inc. (GGS) will provide all services via e-mail and video conference and will meet with departments and provide requested changes to GGS, who will ensure the legal sufficiency and consistency with Best Practices in other California cities.

Pre-existing copyright-protected records retention schedules developed by GGS will be customized to be organized to reflect the District’s organizational structure, and schedules will include all current laws and will show which records could be scanned into the document imaging system, and will identify if, and when, the paper version should be destroyed after imaging. Vital records will be identified, assisting the District in developing their disaster recovery plan.

Deliverables:

- Records Retention Schedules for all District Departments, including Fire, Parks, Public Works, Water and Sewer
- Index to retention schedules
- Draft resolution of adoption
- Draft staff report
- Unlimited Videoconferences with each Department

Cost: \$5,000

Phase 2: Implementation / Destruction Procedures - Videoconference

GGS will create, or review and update all written instructions, policies, procedures and forms to ensure all laws, policies and procedures of the District are followed in the most cost-effective manner possible.

Deliverables:

- Updated Policies, Procedures and Forms for destroying records in compliance with laws and “best practices”
- One video conference District-wide training meeting provided

Cost: \$450

Subscription to Keep Retention Schedules Up-to-Date (the year after initial update)

The subscription includes:

- Legal review of all State and Federal Law and other Regulations, and “Best Practices” updates from over 250 other California municipal government agencies for the year (presented in “Track Change” format),
- Additional routine changes requested by your employees (excludes major restructuring),
- Approval forms and assistance,

- Re-writing of the index to your schedules to reflect the changes made (excludes major restructuring),
- Unlimited e-mail and telephone assistance / Q&A throughout the year (excludes Videoconference meetings).
- GGS's E&O and Professional Liability coverage to protect all records retention schedules

\$450 a year (July 1 – June 30); Subscription continues until cancelled by the District.

METHODOLOGY

All work is performed by the President of Gladwell Governmental Services, Inc. Assignments are not delegated to less skilled personnel or subcontractors, assuring the project is well-coordinated without communication problems or scheduling conflicts among various consultants and their other projects. In addition, this also assures the highest quality work.

The consultant proposes to build on the progress already made in the organization and the pre-existing intellectual property of GGS, ensuring consistency and high levels of quality for the project.

The project will be structured to increase participation, expedite results, minimize costs and ensure the successful implementation of an excellent program by temporarily employing the skills and knowledge of the contractor as needed.

This approach is customized for the Agency to ensure the program:

- Is interactive, producing a high level of participation and ownership.
- Matches the organization's values and structure.
- Provides appropriate solutions.
- Can be implemented quickly;
- Will achieve long-term viability; and
- Has the highest cost/benefit ratio and return on investment.

Drafts of all work will be released to the Agency during the course of the project. the Agency will have an opportunity to edit and comment on these drafts, assuring that (1) the Agency will maintain control of the project, and (2) the current work of the organization supports the final program. In addition, on-site visits, e-mail, and telephone communications will keep the Agency apprised of the work progress.

“...a records management program is actually a money saver - a protection against ineffective operations. It is even more significant as a safeguard against disaster and lawsuits”

-ICMA (International City/County Management Association)

RESUME

SUMMARY

Diane R. Gladwell is a Master Municipal Clerk with over twenty years experience managing in public and private sectors. Recipient of multiple awards recognizing excellence in municipal clerk administration. Facilitator, author and instructor for document imaging, best practices and reengineering in over 200 organizations, including AIIM, ARMA and COMDEX.

PROFESSIONAL BACKGROUND

Gladwell Governmental Services, Inc.
President

1989 to present

Clients have included over 250 California Special Districts, Cities, and Counties. Projects have included:

1. Organization-wide and Department-level Records Management Programs:
Retention Schedules, Procedures, Manuals and Training
2. ECMS / Document Imaging / Trustworthy Electronic Records System Acquisition or Remediation
3. E-mail and electronic records
4. Educational Programs and Publications in Technology, Business Process Reengineering,
Best Practices, Records Management and other subjects.
5. Facilitation of Business Process Reengineering.
6. Elections Management.

City of San Luis Obispo
City Clerk

1992 to 1995

As a member of the management team, responsible for records management, election administration, municipal code maintenance, FPPC disclosures, special event permits, City Council support, and coordination of over 20 boards and commissions for the City of San Luis Obispo. Administration of the agenda process and all public notification and advertisement.

Received the Presidents Award of Distinction for Excellence in Organization and Administration from the California Clerks Association (1994). Reduced expenses by 22% while increasing services to the public; developed "InfoSLO" computerized information kiosk, electronic advertising and electronic agendas; reengineered all programs and processes in the Division.

City of Glendale
Assistant City Clerk

1989 to 1992

As a member of management, responsible for records management, election administration, municipal code maintenance, FPPC disclosures, business licensing, film permits and special events for Glendale (population 187,000). Supervised Council and Redevelopment Agency agendas, packets and minutes preparation as required; administrated publication and mailing of legal notices, bids, and process claims for the City. Develop, presented and administrated City Clerk annual budget of \$800,000. Acted as Public Information Officer for the City during emergencies (Glendale fire, storm damage). Supervised a staff of nine who serve a culturally diverse community.

Developed, implemented, and administrated a Citywide records management program based on optical disk technology which has received international, national and state awards for exceptional records management programs.

Administered payment systems and collections for a chain of 50 grocery stores (over five million transactions annually.) Records management for payment transactions, criminal and civil incidents for chain. A key member of the management team that developed and implemented computerized Electronic Funds Transfer for checks and credit cards as well as several custom applications to track returned items and issue check cashing cards. Budget development and administration for four Divisions representing expenditures of over \$8,000,000.

EDUCATION

Pacific Southern University, Los Angeles: Bachelor of Science, Business Administration
California Polytechnic University, Pomona: Business administration courses
Citrus College, Azusa: Associate of Science, Business Administration
UCLA: Business management courses
Institution de Technologico, Yucatan, Mexico: Attended institute as a foreign exchange student
ESRI Geographic Information Systems (GIS) training

HONORS

Olsten Award for Excellence in Records Management Programs;
Association of Records Management Administrators (ARMA)
President's Award of Distinction for Excellence in Organization and Administration;
City Clerks Association of California (CCAC)
Records Management Award for Exceptional Municipal Programs Utilizing Alternative Technologies;
International Institute of Municipal Clerks (IIMC)
President's Award for Excellence in Public Presentations and Published Articles;
City Clerks Association of California (CCAC);
Rotary, International, Lake Arrowhead Chapter: (2) Special Service Awards for Projects which raised over \$40,000 for fire victims.
(3) Honorary Service Awards (California PTA, for outstanding service to youth and community)
Life Member: Delta Mu Delta, Alpha Gama Sigma and California Scholarship Federation
Listed in Who's Who of Executives and Professionals
2017 Woman of Distinction Award, California 23rd Senate District
Rotarian of the Year, 2022, Rotary Club of Lake Arrowhead

PRESENTATIONS AND PUBLICATIONS

University of Riverside, Extension / Technical Track for Clerks: Records Management, Elections
AIIM (Association for Information and Image Management)
ARMA (Association of Records Managers and Administrators)
IIMC (International Institute of Municipal Clerks)
CCAC (City Clerks Association of California)
Government Technology Conference
Co-Author: Ballot Counting Procedures and Guidelines (various voting systems)
Author: Document Imaging
Efficient Filing
Funding Records Management Projects
Various articles published by ARMA, ICMA, IIMC and NAGARA

PROFESSIONAL MEMBERSHIPS

AIIM Professional Level Member
Association of Records Managers and Administrators
City Clerks Association of California (*Past First Vice President, Past Second Vice President*)
International Institute of Municipal Clerks (*Past Chair, Resource Committee, Membership Task Force, Past Chair, Records Management Committee*)
National Association of Government Archives and Records Administrators (NAGARA)
Rotary, International