



Records Management

2019-2020 Board Report

Curtis W. Davis Sr. | Director | April 21, 2021

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Who We Are

Anthony Washington – Operations Manager

Phyllis Gage – SNR Customer Support & Imaging Specialist

- ❖ Delia Cruz
- ❖ Eldi Meza
- ❖ Nikoll Mitchell
- ❖ Chi Edwards

Michael James – SNR Records Center Technician

- ❖ John Sessions
- ❖ Robert Gipson
- ❖ Brandon Fisher
- ❖ Jesse Gee
- ❖ Donald Mims

About Us:

We are a Division of Harris County Department of Education

Created in 1992 at the request of Harris County school districts
We support school districts' Records Management programs in Harris, Fort Bend, Galveston, Brazoria, Montgomery, Liberty, Walker, Waller, Polk and Orange Counties.

Services Provided

- Provide delivery and pickup services for all customers request
- We scan an estimated 50,000 high school student transcripts annually
- Provide online web order entry system for all processes in Records
- Help districts cut costs by destroying eligible records annually
- Protect customers' records from fires, floods and identity theft by securing documents in a accessed controlled records center
- Provide digitizing services for all types of documents
- Provide secure paper consoles and recycling bin services
- Provide online web access and support for digital images scanned
- Train existing records management officials on changes in retention schedules
- Provide paper shredding services for all customers



Records Management

Data Highlights



Number of electronic/web orders completed

3,700



Transportation stops

2,612



Boxes destroyed

8,683



Number of manual work orders completed

828



New boxes received

8,742



Number of images scanned

584,985



Bin rotation

1,084

Key Highlights

95 % of all customers are satisfied with our services

In 2019-2020 we expanded our service area into 2 additional counties

All existing customer renewed their contracts

We now have over 16 million documents scanned

Awarded a large construction map scanning project with the City of Houston – Aviation

Trends

- Online training and virtual conferences
- Records Management companies are building new processes with a strong focus on digitization and document management best practices.
- Data security remains paramount
- Affordability is a prime concern for organizations recovering from the pandemic.
- With more competition, it will drive down the price to digitize records.

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Questions?