



Records Management

2021-2022 Board Report

Curtis W. Davis Sr. | Director | May 17, 2023

SEE THE IMPACT



Who We Are

Curtis Davis, *Director of Records Management*

Anthony Washington, *Operations Manager*

Phyllis Gage, *SNR Customer Support & Imaging Specialist*

- Delia Cruz
- Eldi Meza
- Chi Edwards
- Claysha Byrd
- Iris Cruz

Michael James, *SNR Records Center Technician*

- John Sessions
- Robert Gipson
- Brandon Fisher
- Jesse Gee
- Donald Mims
- Julian Guerrero





About Us

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, Orange, Grimes and Chambers counties.



Current home of RM (2005–2023)



Services Provided

- Provide delivery and pickup services
- Provide online web order entry system for all Records processes
- Help districts cut costs by destroying eligible records annually
- Protect customers' records from fires, floods and identity theft
- Provide digitizing services for all types of documents



Services Provided

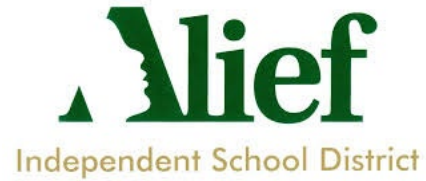
- Provide secure paper consoles and recycling bin services
- Provide online web access and support for digital images scanned
- Train existing records management officials on changes in retention schedules
- Provide paper shredding services



Who We Serve



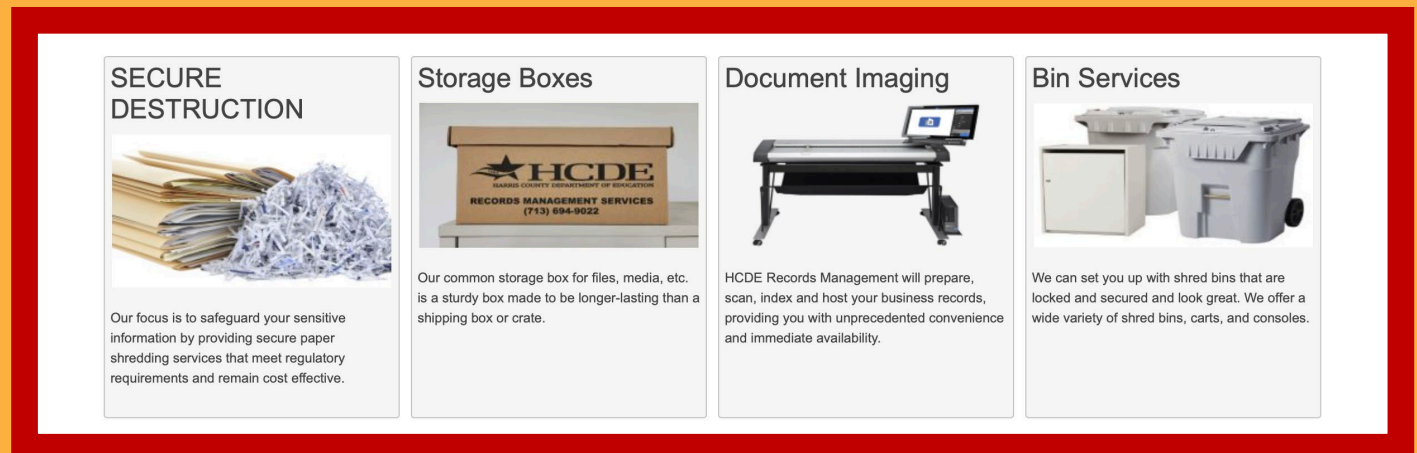
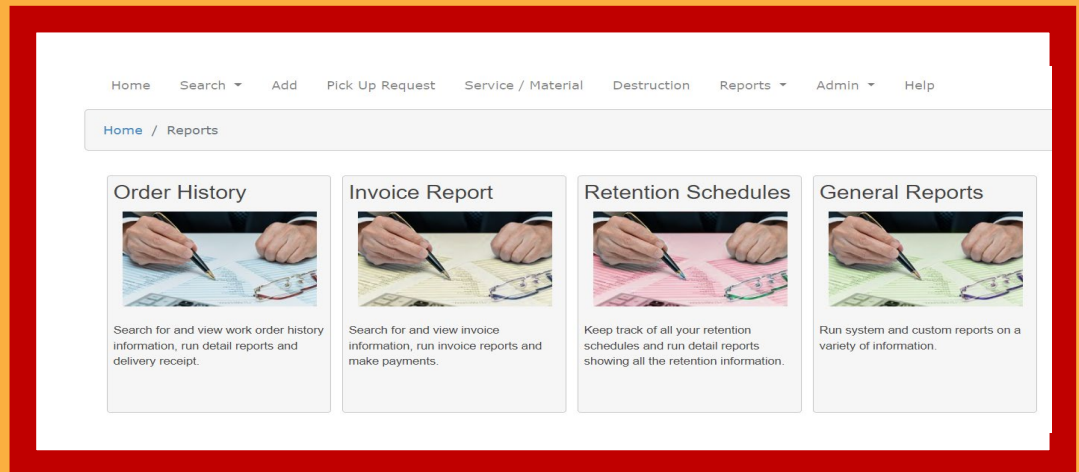
Who We Serve



CustomerWeb Portal - New Design

MORE POWERFUL AND EASIER TO USE:

- Search across all record types (i.e. boxes, files, documents) and all reference fields in one search.
- Attachments are enabled through the portal such as destruction certificates & transfer forms
- More efficient customer interface
- Time-saving option built in
- Inventory Dashboard
- Email receipts
- Pictures – User friendly



Data Highlights



Electronic/web orders
completed
3,521



Transportation stops
2,820



Boxes destroyed
28,424



Manual work orders
completed
1,040



New boxes received
13,701



High school
transcripts scanned
(annually)
60,000



Images scanned
2,459,416



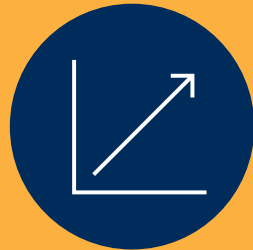
Bin rotation
883

Key Highlights

We had a record year scanning **over 2,400,000 images**

1,200

Box scanning of SPED
records from Spring
Branch ISD



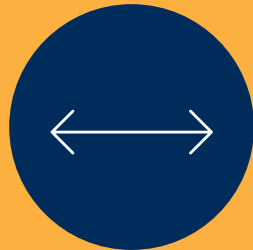
More than
25 million documents
scanned in our Paper Vision database



Awarded another City of
Houston indexing project for
the Solid Waste Department

100%

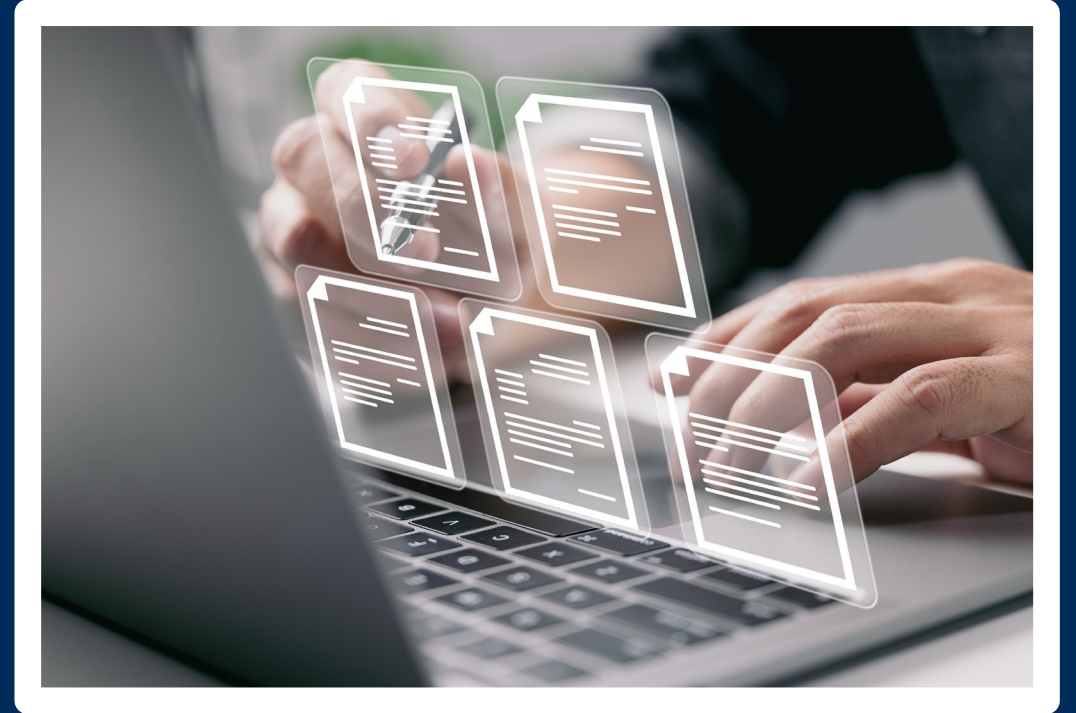
contract renewal
with existing customers



In 2021-2022, we expanded
our service area to include
Grimes and Chambers
counties

Trends

- Training customers online and off-site
- Records Management companies are building new processes with a strong focus on digitization and document management best practices
- Data security remains paramount
- More competition will drive down the price to digitize records
- Recycling/Bins services are picking up





SEE THE IMPACT

