RECORDS MANAGEMENT PROJECT - LASERFISCHE

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Recent Records Management Background

From 2010 through 2016 Medina subscribed to Laserfische. It was set up as a basic file repository, without scheduled retention or a searchable public access portal. During the same period of time Medina used iCompass as an agenda management software. iCompass had limited public-facing features but allowed for meeting minutes, meeting audio, and all public records requests to be stored *(Retention is set at two years)*. iCompass was used through 2019 and then was replaced with Municode. In addition to agenda management, public records requests, document storage, and archiving of meeting minutes and audio, Municode also became where Medina's fee schedule and public noticing resided.

This October 2022 Agenda Bill for the project gives the following background:

> *"In 2021, Central Services began a phased approach of streamlining processes and condensing technology software within the city. The first phase staff introduced Municode (now CivicPlus) to integrate the city's website, agenda management, and municipal code into one platform saving the city approximately $3,600 a year. This second phase is to integrate Laserfiche technology to allow for better efficiencies for staff by automating everyday tasks, quickly route tasks and data with digitized forms and speed up approvals to better serve the citizens. Staff will be able to create records, collaborate on documents, and search for records in one system.*

> *"With Laserfiche, we will also have a forward-facing portal making more records publicly accessible and streamlining our public records requests. Laserfiche integration will allow staff to reduce expenditure of other software subscriptions currently in use by the city such as GovQA and Asset Essentials Management. Annual savings after the first year of integration and implementation will be approximately $17,000. The cost savings includes moving away from the city's public storage unit in Bellevue."*

Budget/Fiscal Impact: *Annual Cost Savings after Year 1 implementation is approximately $17,000/year plus staff efficiencies.

	Year 1	Year 2	Year 3	Year 4
Total Software	$64,846.90	-	-	-
Total Maintenance	$12,957.10	$12,957.10	$12,957.10	$12,957.10
Total Services	$37,600.00	$ .00	$ .00	$ .00
*TOTAL *Tax not included	$115,404.00	$12,957.10	$12,957.10	$12,957.10

Project Goals and Timeline

2022 - Council approved the project at the first October meeting in 2022, the software was purchased at the end of the year.

- Initial cost of the product, plus installation and training costs: $119,502.20

2023 - In the first half of the year, the software was implemented, and additional modules were purchased to start to build out the database starting with the Central Services and Finance Departments. CDI, a consulting firm who specializes in Laserfische implementation, was brought on to manage the project. In the second half of 2023 and the start of 2024, the city switched priorities to understand its physical records, with those that have not met retention digitized. The files that had met retention were recorded on the attached logs and destroyed.

- An additional product feature was purchased: Laserfische quick fields, which is an automated data capture and storage tool that helps extract information from documents, organize them, and store them in a Laserfiche repository. 2023 costs: $38,460.35

2024 - There was a pause on the project (Sept 2024 – April 2025) as the City worked through configuration issues with the DMZ and Laserfische (DMZ – "demilitarized zone" – is a perimeter network protecting and securing the organization's local area network from untrusted traffic). During this pause CDI's project manager changed and the City changed CDI's scope insourcing project management responsibilities. MG Consulting was contracted to assist the City with project management support (MG Consulting scope of work included as attachment B). Since the scope change City staff supported by MG Consulting have:

- Redesigned folder structures to simplify data,
- Created forms for agendas, contracts, and ordinance/resolutions, and
- Transferred these files onto the platform.

- Costs for 2024 were $73,937.50 and include professional service hours for:

- CDI designing workflows by department and integrating the platform with Docusign
- MG Consulting organizing and categorizing physical records from City Hall, Public Works, and from the public storage site

2025 – Staff continued to prepare the public records platform for release to the public while continuing to add documents into Laserfische category by category. With the City Clerk's departure at the end of July, the project has been put on hold. Cost: $10,650.00

Total project cost so far: $242,550.05

Moving Forward

The project goals continue to be achievement of a records platform that:
- Includes and enables a public-facing, easy-to-use records search portal
- Provides efficient records management, records retention, and records request fulfillment capabilities
- Streamlines routine municipal operating processes and the related document management needs of the City.

A significant next step is going live with the public portal for community access to past packet materials, minutes, public records requests, and contracts.

The City continues to hold physical documents at three different sites. These need to be consolidated at City Hall to be organized and inventoried. Their future disposition will then be determined based on the type of documents, statutory retention schedules, and local preference for retention exceeding statutory retention schedules. The City currently follows the minimum retention set by the State Government General Records Retention Schedule for each category of document. More information about the State's retention schedules can be found at:

https://www.sos.wa.gov/sites/default/files/2025-06/state-government-general-records-retention-schedule.pdf

Additional Information

Another resource to obtain and/or view City records is the State Archives. Files are transferred to the Archives by the originating government agency office when they are no longer needed on a routine basis.

The Washington State Archives is a division of the Office of the Secretary of State. Its purpose is preserving access to the State's historical records and documents.

Washington State Archives, Digital Archives

Attachments

Attachment A - Laserfische Contract

Attachment B –MG Consulting Contract

Attachment C - Destruction Logs from 2023-2024