

RECORDS MANAGEMENT PROGRAMS

**Major Activities
Fiscal Year 2002-2003**



California
Department of General Services

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Prepared by



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EXECUTIVE SUMMARY

The State Records Management Act (RMA) as contained in Government Code (GC) Section 14760 requires the Director of the Department of General Services (DGS) to prepare an annual report to the Governor describing the status and progress of state records management programs, along with recommendations for improvements in the management of records in state government. The California Records and Information Management (CalRIM) Program is delegated the responsibility for the records management program by the Director of the DGS.

This report reflects that the state's budget crisis has adversely impacted the funding of state agency records management programs. Consequently, state agency executives have been hard pressed to maintain the statutorily required program for the economical and efficient management of their records.

Although this report documents total savings and cost avoidance of over \$57.5 million for Fiscal Year 2002-03, this is a decrease of \$28.5 million from the previous report (see Appendix A for the total cost avoidances).

Total cost avoidance/savings reflected in this report were calculated using four major categories: 1) Integrated Document Management; 2) Computer Output Microfilm/Enterprise Report Management (COM/ERM); 3) State Records Center (SRC) Storage; and 4) Records Destruction. Of the \$57.5 million in savings and cost avoidance, \$49.6 million was generated by 15 agencies. Of those, eight had savings in all major categories (Appendix A).

Major issues that warrant continued attention are the decreases in cost avoidances in all areas, but particularly disconcerting are \$18 million less of integrated document management projects, \$2 million less COM/ERM, and \$1.5 million less in use of the SRC for storage. The reduction of \$6.7 million in records destruction is also worth noting; however, some variance is expected in this area depending upon retention periods.

Statistical information was gathered from state agencies, Stephen P. Teale Data Center, and the DGS. These statistics also show a significant reduction in imaging and document conversion activity. They are a source of concern and reflect a major setback in the state's goals to migrate from the paper to the paperless office and to avoid cost through use of the SRC.

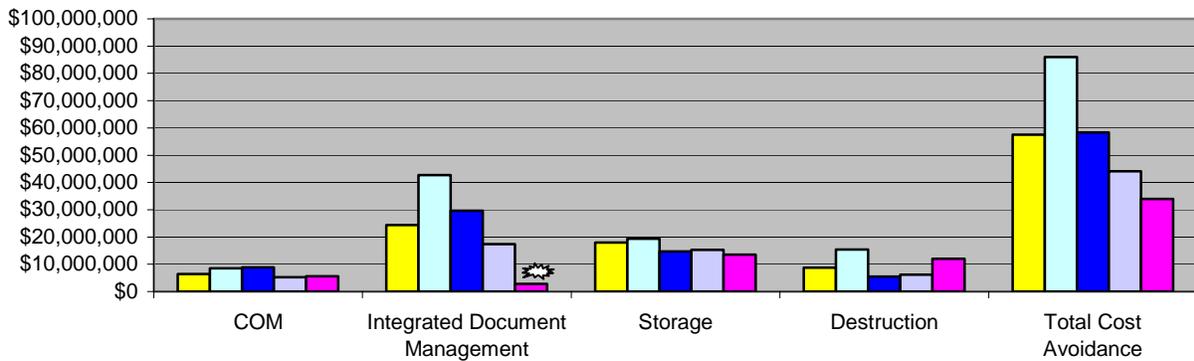
Although many agencies are still applying good records management techniques to avoid costs, other agencies have not focused on the values offered by records management and their cost avoidances are on the decline.

Approximately 30 percent of the agencies did not submit the required information for this year's report. This is up 20 percent from last fiscal year and shows the reduction in emphasis on the part of departments to meet the statutory requirements of the records management program. Those agencies not reporting are non-compliant with the RMA (Article 5, Section 14746 of the GC). See Appendix B for an indication of the specific agencies that did not respond.

We highly commend those state agencies that submitted information for this Governor's report for cost-effective records management and reducing associated costs for the State of California.

The chart below portrays the reduction of cost avoidances/savings over the last year and the previous four years of cost avoidances.

RECORDS MANAGEMENT ANNUAL COST AVOIDANCE BY CATEGORY



- Savings from FY 2002-2003
- Savings from FY 2001-2002
- Savings from FY 2000-2001
- Savings from FY 1999-2000
- Savings from FY 1998-1999



NOTE: 1998-99 did not include all of the Integrated Document Management projects as not all types were collected that fiscal year. In Fiscal Year 1998-99, the Governor's Annual Report was suspended through legislation.

INTRODUCTION

The following pages describe various records management techniques and the cost avoidances gained from them in Fiscal Year 2002-2003. Also provided is a summary of the circumstances that account for the decline of the records management program and the impact that it is having on state agencies. The report concludes with a list of recommendations that, if followed, will result in the return of the CalRIM Program to full operational status.

INTEGRATED DOCUMENT MANAGEMENT

Records management relies on various document management systems to enhance access and reduce costs of handling records. Below are some areas that the CalRIM Program has assisted agencies to implement:

- **Document Imaging.** Document imaging entails the conversion of paper documents into electronic images. After scanning, the images can be stored on magnetic disk drives/tapes, optical disk or microforms. The advantages of document imaging are, that it eliminates the necessity for purchasing costly paper storage equipment, conserves valuable office space, improves document access time and facilitates the routing and storage of electronic transactions.
- **Electronic Document Management.** After the imaging process is complete the recorded documents are entered into an electronic document management system. The system provides users with instantaneous access, document security, file integrity and a portal leading to local and wide area networks.
- **Electronic Workflow.** Electronic workflow systems are used to automate business processes in an electronic environment employing various methodologies and strategies for enabling increased efficiency and productivity. These systems are beneficial as they electronically distribute workload from work-station to work-station in a logical pre-designed order.

Cost Avoidances by Using Integrated Document Management

Cost avoidances/savings for state agencies for Fiscal Year 2002-03 were identified as \$24.4 million, a reduction of 24 percent from last fiscal year.

Many agencies perform their own imaging and document management. Some contract for these services from other agencies or suppliers separately or use the Master Service Agreement (MSA)' s the DGS CalRIM Program has created and made available to state agencies (see MSA discussion on page 6).

The top agencies in cost avoidance through use of integrated document management technologies are as follows:

- **Office of the State Treasurer's** Cash Management Division achieved \$9.4 million cost avoidance through document conversion. A new transaction-processing program was developed and implemented in May 2003 for the Disbursement Unit. The program replaced the microfilm driven controller warrant

reconciliation system with an image enabled process for recording checks and paid warrants. From the images, a report in DVD format is created for the State Controller's Office (SCO). The process eliminated the need for costly microfilming and the office's dependence on antiquated distribution techniques. Resultant DVD's are used by SCO to form a chronological history of daily transactions, a backup file, and a resource for future research.

- **Department of Motor Vehicles** saved over \$6,100,000 during this reporting period. About 60 percent of the source for cost savings was from document conversion and related imaging solutions. The Department's Micrographic Unit produced approximately 61,484,000 driver license and vehicle registration images. California Multiple Award Schedules (CMAS) were used to obtain contracts with private industry for the capture of approximately 8,222,000 Polaroid driver license photos, identification card (ID) photos, and salesperson ID cards (new and used car dealers).
- **State Controller's** avoided costs of \$3,437,000 through the use of imaging and source document conversion. Documentation for special fund deposits are scanned and electronically stored using the View Direct product. The Controller's policy and procedural publications previously maintained in paper form are now stored and accessed through Internet connections.

A. Cost Avoidance Concerns

When compared with last year's report, several departments dropped significantly in savings from use of integrated document technologies (IDS). Some of the decline can be attributed to the normal increase in production activity during the initial phase of document conversion projects as old files are scanned. The reduced production at the end of these projects is the result of return to normal post project production demands. Examples of this phenomenon are shown below:

<u>Department</u>	<u>Reduction in Saving from Last Report</u>
Public Employees' Retirement System	\$3,000,000
Toxic Substances Control	\$ 900,000

In addition, the Department of Housing and Community Development did not report their cost avoidance in this area. Last fiscal year they reported \$1,000,000.

Typically when an integrated document management project is over, one would expect others to be initiated. This continuation of focus on such projects has been stopped largely due to the financial situation of the state.

B. Advantages of Using the Services Provided by MSA 6033 (Imaging, Document Management, and Workflow)

Integrated document management was enhanced by creation of the Imaging, Document Management and Workflow MSA. With the advent of budget restrictions, hiring freezes, and elimination of key information technology positions, it has become increasingly difficult for CalRIM to perform its integrated document management responsibilities. The MSA program provides a list of pre-qualified suppliers to act on

behalf of the CalRIM Program. MSA 6033 is critically important to the records management function. It provides the following services, which are key to the overall success of the state's CalRIM Program:

1. **Document Imaging** (see page 5 for description);
2. **Electronic Document Management** (see page 5 for description); and
3. **Electronic Workflow** (see page 5 for description)

MSA 6033 also contains other helpful services that allow state and local agencies to improve their Records Management Program. Three other key areas of this MSA are described below:

4. Computer Output to Laser Disk (COLD)/Enterprise Report Management (ERM). COLD and ERM systems are integrated solutions that facilitate storage and retrieval from mainframe data storage centers. The advantage of using these systems lie in their ability to store and dispense data electronically in lieu of more labor intensive paper and microform systems;

5. Electronic Records Keeping System Software. This is specialized software used to manage physical and electronic documents regardless of their file format (i.e., TIFF, MS Word, and E-Mail). System functionality includes the monitoring and dispensing of records retention rules. The system assists users in making decisions leading to the final disposition of electronic and physical records series. This software is also capable of dispensing automated rule based records classification and user designed indexing schema; and

6. Records Center Management Software. Electronic records center management systems are designed to increase the efficiency of managing physical records stored and accessed at record storage centers. The software is usually managed through the use of barcode labels affixed to storage shelving and records transfer boxes. Use of such software eliminates exhausting physical searches commonly employed by records storage centers. The barcodes also facilitate the records destruction and customer billing processes.

Another MSA was created during this fiscal year for the conversion of documents into electronic or microfilm.

For this report, only the Departments of Real Estate and Managed Health Care identified small workflow projects. The Student Aid Commission identified an ERM project, and no one indicated any use of the records center software or electronic records keeping systems. Hopefully, new MSA services will be reflected during the next fiscal year.

COMPUTER OUTPUT TO MICROFILM (COM)/ERM

COM is the process of recording data from computer recorded electronic images onto microfiche in lieu of printing the same data in paper format. ERM is the process of recording data from main frame computers to media such as optical disk, compact disk, digital visual display, and computer output to laser disk. Unlike COM, these systems do not require specialized viewing equipment since images can be

accessed from a desktop computer. In private industry, ERM is replacing COM. Both methods result in cost reduction through hard dollar savings in the computer room, improved staff efficiency, reduction in paper costs, reduced mailing and distribution costs, reduced data retrieval time, improved file integrity, vital records protection and faster client response time. Reluctance of state managers to migrate to electronic or magnetic systems is due to high initial investment costs, risks involved in migration, training complexities, and lack of technical skills at the department level.

The Student Aid Commission avoided an estimated \$81,000 in costs by use of ERM and is complimented on their effort toward a useable and user-friendly format. The Public Employees' Retirement System received some reports on-line, in place of COM in this report year.

Cost Avoidance by Using COM/ERM

The COM/ERM estimated cost avoidance for Fiscal Year 2002-2003 is \$6.3 million; down 26 percent (\$8.5 million) from last fiscal year. The reduction is significant for all but six agencies. The State Controller's and the California Lottery had a reduction of over \$1,500,000 in savings respectively. Reductions are due to several reasons: printing on paper, reducing need for the report, and using on-line reports. The leaders in cost avoidance through this method are the Department of Transportation with over \$2,000,000, the Department of Motor Vehicles at \$1,800,000, and the Department of Consumer Affairs at \$936,000.

STATE RECORDS CENTER (SRC) STORAGE

The DGS' SRC is currently storing 742,000 cubic feet (cf.) of low activity government records with a total storage capacity of 1,057,000 cubic feet. The SRC needed to close to the acceptance, storage, and destruction of new records in September 2002. The Center does continue to provide normal services for the pre-closure accumulation of records. Since the closure, state agencies have primarily relied on private industry for their storage and destruction needs. Some departments have experienced difficulty in obtaining freeze exemptions for entering into contracts or identifying funds for contracts, thus causing records to be stored in unsafe workplace locations.

Although the DGS has storage space available, they do not possess sufficient staff to perform the actual warehousing function. By not storing at the SRC, the following unique quality services provided by the SRC are no longer available:

- monitoring of records retention schedules (RRS) (see page 11) to ensure prompt final disposition of state records;
- notification of program managers when their SRC stored records become eligible for destruction. Without this safeguard, records can be maintained for an excessive time;
- implementing changes to records retention instructions when directed by responsible program managers. Without this safeguard, records can be destroyed prematurely;

- at the end of their useful life, segregating records previously earmarked for transfer to the Secretary of State and coordinating their transfer; and
- providing document destruction witnessing services for confidential records. Private storage firms are not approved to act as state agents for confidential destruction of records.

In addition, private sector records storage companies do not require the use of records "transfer lists" to describe the contents of the boxes or records storage containers. Without the records center shelf locations shown on the transfer lists, location of the records within the container can be disconnected or the container can be misplaced.

When private companies are used for low activity storage, state records are accepted for storage regardless of the condition of corresponding records retention schedules. RRS are the policy description of handling and destruction of all state records. Failure to require a current RRS before accepting records has proven problematic as the status of schedules normally correlates directly with the overall condition of Records Management programs. The description of the critical negative effect of not requiring records retention schedules is described under "Agencies' Records Policies and Protection" on page 8.

The Department of Industrial Relations surpassed other state agencies in cost savings derived from SRC storage. Savings in excess of \$3,000,000 were realized. The total cost avoidance of storage at the SRC for all state departments is \$18,000,000. This represents a decrease of \$1,500,000 from the previous year. The temporary closure of the SRC has also caused far too many records being stored in unsafe and expensive office space.

STATE RECORDS CENTER'S DOCUMENT DESTRUCTION CENTER (DDC) COST AVOIDANCE

The DDC is a part of the CalRIM Program. Confidential records including all types of paper and plastic are shredded and the shredded paper is recycled by private industry under an agreement with the California Integrated Waste Management Board (CIWMB), which has statutory authority for recycling.

In Fiscal Year 2002-03, income to the State of California from the sale of confidential shredded paper was \$260,000. This is a reduction of over 40 percent of the income received the previous fiscal year. Staff shortages in Fiscal Year 2002-03 caused the DDC to stop shredding and recycling for agencies unless their records were stored in the SRC. The Director of the DGS notified all departments that DDC would not accept records for destruction after September 2002.

Agencies have been storing records for destruction and buying shredders to destroy their own and creating individual contracts with private concerns. Overall costs have not been tracked, but it is believed to be increased by over 2.3 times statewide to an additional \$757,000/year. This is based upon private industry published prices, and the need for a state witness to watch the destruction process.

The DDC purchased new shredding equipment at the beginning of 2002 expecting to increase the capacity of the DDC by 2.5 times, so the potential loss in revenue to the state is estimated to be \$1.9 million/year.

DESTRUCTION OF STATE RECORDS

The timely disposal of state records saves storage and handling costs and reduces the threat of litigation. As described in the previous section, the DDC continues to destroy onsite the existing confidential records stored in the SRC. All other destruction has been handled internally or contracted to private industry. The amount of records destroyed has decreased from previous years. In some cases, agencies continue to store records that are eligible for destruction. Records that can identify a person by name, address, social security number, physical description, as well as medical or criminal records files, or salaries or monies paid are generally subject to the Information Practices Act and must be shredded. These documents require witnessed destruction.

Cost Avoidance by Timely Destruction of Records

The total cost avoidance for destruction this fiscal year is \$8.7 million. This figure has decreased from the previous year by \$6.7 million. The top three departments involved in records destruction are Department of Corrections (Corrections), Employment Development Department (EDD) and the Department of Health Services (DHS). They had a total cost savings of almost \$5 million.

The EDD used on site confidential destruction from the private industry since 1997, servicing their Northern and Southern California areas. Corrections purchased a high capacity shredder, but also has 12,400 cubic feet of confidential records waiting to be destroyed. It could take up to a year to complete this destruction. The DHS does not have funds or staff to complete their needed destruction, which increases risk with the records.

An agency most hit by lack of staffing or contract monies for destruction and disposal of records was the Department of Transportation (Cal Trans), dropping in cost savings by \$5.5 million. The Department of Social Services reported in error the previous fiscal year resulting in an almost \$2 million decrease. Cal Trans and DHS decreases were also due to prior year effort to reduce records for relocations.

The closure of the SRC, DDC, and inability to create contracts for destruction of confidential records added to this reduction in savings. In spite of the aforementioned challenges and given the difficult fiscal climate in the state, each of the top cost avoidance agencies is to be commended for its efforts in the areas of destruction.

AGENCIES' RECORDS POLICIES AND PROTECTION

State agencies spell out the detail of their policies for handling records series through creation of a RRS. A RRS is a complete list of an organization's administrative and

program records. The RRS includes specific information regarding the location, archival value, records series type, media type, retention, public access restrictions, and destruction instructions of an agency's records. To remain "current," RRS must be revised every five years and applied constantly.

Applying the RRS ensures that an organization's records are created, stored, relocated, maintained, and ultimately timely destroyed. CalRIM is responsible for reviewing and approving all RRS for all state agencies and forwarding them to State Archives for their identification of records with historical value. In recent years, the yearly totals of RRS CalRIM has received and approved, has dropped steadily. This is a troubling statistic in that a current or non-current RRS is a reflection of the overall records management health of that agency.

Since 2001, CalRIM approved RRS' have dropped 56 percent. The negative ramifications of a drastic drop in the submission and, hence, the approval of yearly RRS totals will take a few years to surface. Statistics show that over 50 percent of all agencies that are audited do not have current RRS and their records management programs are in a state of general disrepair. See the impact under the next section.

AGENCIES' RECORDS MANAGEMENT COORDINATORS

An agency records management coordinator (RMC) is the liaison between a state department, board, commission, or agency and the CalRIM Program – including the Records and DDC.

Numerous agency RMC positions have been eliminated by the hiring freeze, budget restrictions, and personnel cutbacks. The remaining incumbents are overloaded with additional duties.

The turnover rate of agency RMC positions is alarmingly high. At least 30 of the 150 agency RMCs were changed during the period of this report.

Adverse Impact of Excessive RMC Turnover

- premature or unauthorized destruction of official state records;
- retention of records beyond their legally prescribed retention periods;
- unauthorized release of restricted or confidential information;
- insufficient oversight of contracted records storage companies;
- reduction in cost savings and avoidance;
- erosion of public trust and confidence;
- lost or misplaced records;
- non-compliance with legal or statutory requirements;
- degradation of customer service and responsiveness;
- inadequate protection of vital records that could hamper the ability of a state agency to return to operational status after an emergency or natural disaster;
- possible loss of valuable historical documents;
- diminished executive effectiveness; and
- reduction in integrated document management projects.

RECOMMENDATIONS

As stated throughout this report, the CalRIM Program has suffered excessively from recent key personnel reductions and enterprise wide reductions in operating expenses. This has a direct effect on agency information management. To return the program to its required operational posture, it is necessary to focus additional attention on this program. Adherence to the following recommendations will greatly improve the overall condition of the program.

- To meet the statutory requirements of GC Sections 14740-14774, in departmental records management programs, state agency senior management must provide sufficient staffing to ensure compliance with the records management program. Care should be taken to ensure assignment of technically adept and competent personnel and attention needs to be given to reducing staff turnover.
- Despite the budget crisis, the DGS Director and Procurement Division management should work with control agencies to support the mandated CalRIM Program with adequate staffing and funding that enable effective execution of responsibilities assigned to the Director as required by the State Records Management Act.
- Once the spending freeze on information technology projects is lifted, focus should continue on key document and records management projects that allow the state to avoid future costs.
- With the rapid advancements in document management technology, state agencies' managers must ensure that records management policy and other project planning documents include realistic migration paths for long-term automated records. This will allow continuous availability of electronically produced historical and mission essential records. The migration paths selected must undergo periodic review to ensure that they keep pace with current state-of-the-art technological advancements.

APPENDICES

APPENDIX A - TOP 15 AGENCIES COST AVOIDANCE

This chart shows the cost avoidance for four areas of effective records management and the total cost avoidance for the 2002-03 Fiscal Year. The prior two years cost avoidances are shown for comparison purposes. Significant savings to the state can come from use of this program. It is important to continue to provide resources for its continued implementation.

Agency	COM	Source Document Imaging	Storage	Destruction	Total Cost Avoidance
Treasurer, State	58,795	9,444,967	8,936	24,795	9,537,493
Motor Vehicles, Department of	1,799,750	6,100,443	238,907	42,919	8,182,018
Controller, State	565,054	3,436,672	1,218,677	58,713	5,279,116
Justice, Department of	119,832	1,656,365	3,079,107	173,037	5,028,341
Industrial Relations, Department of		1,200	3,226,402	329,925	3,557,527
Transportation, Department of	2,072,691		917,607	71,834	3,062,131
Corrections, Department of	56,518		526,389	2,000,393	2,583,300
Employment Development Department			632,529	1,889,128	2,521,657
Health Services, Department of	151,878	291,910	944,965	1,006,565	2,395,318
Public Employees Retirement System	209,983	851,571	401,043	372,197	1,834,794
Consumer Affairs, Department of	936,164	41,211	541,988	59,190	1,578,553
General Services, Department of	7,214		1,104,620	284,494	1,396,327
Social Services, Department of		25	936,186	138,147	1,074,358
California Highway Patrol, Department of		19,649	28,351	746,853	794,853
Equalization, State Board of	67,271	231,129	107,499	383,974	789,873
Total for the Top Fifteen	\$6,045,150	\$22,075,142	\$13,913,206	\$7,582,164	\$49,615,659
All Other Agencies	\$426,764	\$2,362,080	\$3,974,157	\$1,156,569	\$7,919,570
Totals for 2002-2003	\$6,471,914	\$24,437,222	\$17,887,363	\$8,738,733	\$57,535,229
Totals for 2001-2002	\$8,508,199	\$42,700,983	\$19,379,367	\$15,443,013	\$86,031,562
Totals from 2000-2001	\$8,824,097	\$29,624,530	\$14,703,351	\$5,527,931	\$58,319,909
Difference between 2001-2002 & 2002-03	-\$2,036,285	-\$18,263,761	-\$1,492,004	-\$6,704,280	-\$28,496,333

APPENDIX B – STATE RECORDS PAPER HOLDINGS

This chart represents the total records holdings as reported by state agencies. On the right are the cost avoidance figures from storage of records in the SRC as opposed to storage in office space. Holdings are in cubic feet. A cubic foot holds approximately 2,500 sheets of paper.

Agency	No Rpt *	Storage				Total Cubic Feet	Cost Avoidance by Storage in SRC
		Cu. Ft. In Office	Cu. Ft. In Dept.	Cu. Ft. in the SRC			
Administrative Law, Office of	X	541			541		
Aging, California Commission on	X	139			139		
Aging, Department of		1,894	188	38	2,120	993	
Agricultural Labor Relations Board	X	5,069	994	429	6,492	11,210	
Air Resources Board		8,000	170	3,224	11,394	84,243	
Alcohol & Drug Programs, Department of		2,282	90	1,246	3,618	32,558	
Alcoholic Beverage Control Appeals Board	X	131		10	141	261	
Alcoholic Beverage Control, Department of	X	12,175		40	12,215	1,045	
Arts Council, California		691	326	146	1,163	3,815	
Boating & Waterways, Department of		2,310	456	220	2,986	5,749	
Business, Transportation & Housing Agency		280		153	433	3,998	
California Energy Commission	X	10,543		1,430	11,973	37,366	
Calif. Environmental Protect. Agency, Office of Secretary		120	8	43	171	1,124	
California Exposition & State Fair	X	1,424	2,307		3,731		
California Highway Patrol, Department of the		29,559	20,071	1,085	50,715	28,351	
California Integrated Waste Management Board		4,699	43	1092	5,834	28,534	
California Maritime Academy	X	2,631	711	1	3,343	26	
California Occup. Information Coord. Committee	X	26			26		
California Trade & Commerce Agency	X	849	276	1,250	2,375	32,663	
Child Development Policy Advisory Committee	X	5			5		
Child Support Services, Office of	X	2,921		1,966	4,887	51,372	
Chiropractic Examiners, Board of				279	279	7,290	
Coastal Commission, California	X	28,249	16,995	4,817	50,060	125,868	
Coastal Conservancy, State	X	1,350	1027	0	2,377		
Colorado River Board of California	X	637			637		
Community Colleges	X	4,342	467	295	5,104	7,708	
Community Services & Development, Dept. of		772		84	856	2195	
Conservation Corps, California	X	5,619	3,095		8,714		
Conservation, Department of		12,409	87	3,220	15,716	84,139	
Consumer Affairs, Department of		6,570		20,742	27,312	541,988	
Controller, State		17,454	12,204	46,639	76,297	1,218,677	
Corporations, Department of	X	4,134	8,775	1,176	14,085	30,729	
Corrections, Board of		295		424	719	11,079	
Corrections, Department of		506,306	65,552	20,145	592,003	526,389	
Criminal Justice Planning, Office of	X	2,552		393	2,945	10,269	
Debt & Investment Advisory Commission, California		534		356	639	7,343	
Developmental Services, Department of		24,337	8,505	917	33,759	23,961	
Education, Department of		36,216		4,682	40,898	122,341	
Educational Facilities Authority, California		101			101		
Emergency Medical Services Authority		377			377		
Emergency Services, Office of		7,047		1,710	8,757	44,682	

Agency	No Rpt *	Storage				Total Cubic Feet	Cost Avoidance by Storage in SRC
		Cu. Ft. In Office	Cu. Ft. In Dept.	Cu. Ft. in the SRC			
Employment Development Department		71,617		24,207	95,824	632,529	
Environmental Health Hazard Assessment, Office of	X	43,891	2,668	157	46,716	4,102	
Equalization, State Board of		47,422	900	4,114	52,436	107,499	
Fair Employment & Housing Commission		245	59	11	315	287	
Fair Employment & Housing, Department of	X	1,950	2,423	651	5,024	17,011	
Fair Political Practices Commission		896		664	1,560	17,350	
Finance, Department of		9,758		893	10,651	23,334	
Financial Institutions, Department of	X	5,767		1,143	6,910	29,867	
Fish & Game, Department of	X	25,231	10,320	1,950	37,501	50,954	
Fish & Game Commission	X	246	160		406		
Fish & Game, Wildlife Conservation Board	X	276			276		
Food & Agriculture, Department of		10,006	1,307	225	11,538	5,879	
Forestry & Fire Protection, Department of		11,306	2,515	2,412	16,233	63,026	
Franchise Tax Board		25,515	350,397	1,464	377,376	38,254	
General Services, Department of		46,952	1,430	42,274	90,656	1,104,620	
Governor's Office	X	1064	373	22	1,458	575	
Health & Human Services Data Center	X	4,715			4,715		
Health Facility Finance Authority, California		420			420		
Health Services, Department of		56,287	2700	36,164	95,151	944,965	
High Speed Rail, Department of		23		7	30	183	
Horse Racing Board, California	X	382	104	50	535	1,307	
Housing & Community Development, Dept. of	X	6,900		2,259	9,159	59,028	
Housing & Finance Agency, California	X	3,526		5,102	8,628	133,315	
Indust. Develop. Financing Advisory Comm., Calif.							
Industrial Relations, Department of		277,569		123,475	401,044	3,226,402	
Insurance, Department of		23,563	10,091	4,333	37,987	113,221	
Justice, Department of		134,665	6,724	117,838	259,227	3,079,107	
Law Revision Commission, California	X	72	80		152		
Library, California State	X	1,528	3,301	2	4,831	52	
Lieutenant Governor, Office of the	X	374	37	12	423	314	
Lottery Commission, California State		5,129	8,300		13,429		
Managed Health Care, Department of		1,488	799	1,578	3,865	41,233	
Managed Risk Medical Insurance Board		97		43	140	1,124	
Mandates, Commission on State	X	207	23	202	432	5,278	
Medical Assistance Commission, California	X	305		30	335	784	
Mental Health, Department of		52,236	24,018	2,745	78,999	71,727	
Military Department	X	9,508	3,105	3,740	16,353	97,726	
Motor Vehicles, Department of		29,930	88,855	9,143	127,928	238,907	
Museum of Science & Industry, California	X	230			230		
Native American Heritage Commission	X	118		6	124	157	
New Motor Vehicle Board	X	520			520		
Organization & Economy, Comm. on Calif. St. Gov't.		191			202		
Osteopathic Examiners, Board of	X	189		98	287	2,561	
Parks & Recreation, Department of		22,967	4,308	3,349	30,624	87,509	
Peace Officers Standards & Training, Commission of	X	291		522	813	13,640	
Personnel Administration, Department of		975		1,530	2,505	39,979	
Personnel Board, State		42,870		332	43,202	8,675	

Agency	No Rpt *	Storage				Total Cubic Feet	Cost Avoidance by Storage in SRC
		Cu. Ft. In Office	Cu. Ft. In Dept.	Cu. Ft. in the SRC			
Pesticide Regulation, Department of		5,707	552	371	6,630	9,694	
Planning & Research, Office of	X	1,811	1,710		3,543		
Pollution Control Financing Authority			282	41	315	1,071	
Postsecondary Education Commission		644			644		
Prison Industry Authority		2,159	996		3,155		
Prison Terms, Board of	X	904		12	916	314	
Public Defender, State	X	5,322	452	1,942	7,716	50,744	
Public Employees' Retirement System		10,011	17,524	15,348	42,883	401,043	
Public Employment Relations Board	X	450	45	926	1,421	24,196	
Public Utilities Commission		21,181	4,058	7,011	32,250	183,197	
Real Estate Appraisers, Office of	X	702	66	396	1,163	10,347	
Real Estate, Department of		10,206	1,840	12,234	24,280	319,674	
Rehabilitation, Department of			28,734	3,474	32,208	90,776	
Resources Agency		120		177	297	4,625	
San Francisco Bay Conservancy & Dev. Comm.	X	1,702			1,702		
Santa Monica Mountains Conservancy	X	3,042		19	3,061	496	
Scholar Share Investment Board		59			59		
Secretary of State		8,678		4,821	13,499	125,973	
Seismic Safety Commission	X	154		1	155	26	
Social Services, Department of		19,462	5,568	35,828	60,858	936,186	
State & Consumer Services Agency		452		108	560	2,822	
State Lands Commission		14,452		2,863	17,315	74,810	
Statewide Health Planning & Development, Office of		8,059	3,860	13,179	25,098	344,367	
Status of Women, Commission on the	X	559			559		
Student Aid Commission, California		3,045	461	4,747	8,253	124,039	
Tax Credit Allocation Commission		820	12	1,368	2,200	35,746	
Teacher Credentialing, Commission on		1,340	152	3,056	4,548	79,853	
Teachers' Retirement System, State		2,025	160	2,129	4,314	55,631	
Teale Data Center, Stephen P.	X	1,788			1,788		
Toxic Substances Control, Department of		29,844		2,385	32,229	62,320	
Traffic Safety, Office of	X	451	317		768		
Transportation, Department of		369,713	21,348	35,117	426,178	917,607	
Treasurer, State		4,240	7,037	342	11,619	8,936	
Veterans Affairs, Department of		955		4,380	5,335	115,077	
Veterans Home of California	X	10,663	813	426	11,902	11,131	
Victim Comp. and Government Claims Board, Calif.		1,737	4,003	7,083	12,823	185,079	
Water Resources Control Board, State		41,744	21,599	7,069	70,412	184,713	
Water Resources, Department of		49,613	451	3,387	53,451	88,502	
Youth & Adult Correctional Agency		21	10	41	72	1,071	
Youth Authority, Department of the		22,596		4,798	27,394	125,372	
Youthful Offender Parole Board		37			37		
Total Cubic Feet		2,381,475	789,394	686,078	3,856,717	\$17,925,885	

Note: The X indicates the agency did not submit data this year. The figures were calculated using the last known valid submittal plus 15 percent.