Index to Records
User's Manual

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Introduction

Thank you for your participation in updating and keeping current the Index to Records of the City and County of San Francisco. The Index to Records is a compilation of all City departments' Records Retention and Destruction Schedules ("Schedules"). The Index to Records must "clearly and meaningfully describe, with as much specificity as practicable, the individual types of records that are prepared or maintained by each department, agency, commission or public official of the City and County" and "clearly indicate where and how records of that type are kept" to "aid the public in making an inquiry or a request to inspect." Admin. Code 67.29. The City's Index to Records is located on the City Administrator's website at http://citidex.sfgov.org/sunindex/

Department Records Coordinators must work closely with their assigned Deputy City Attorneys to develop Departmental Records Retention Policies and update their departments' Schedules to ensure that they comply with provisions of the Administrative Code and other applicable federal, state and local laws. This includes obtaining all required officials' and board/commission approvals for revisions to departments' Schedules.

Please consult the Deputy City Attorney assigned to your department if you have questions concerning your department Policy and what to include in your Schedule.

A copy of the relevant Administrative Code sections are attached at the back of this manual as are instructions on how to prepare a Policy and Schedule.

If you have technical questions, please contact the Department of Technology (DT) Customer Service Desk at dtis.helpdesk@sfgov.org or 1-415-581-4000.

If you legal/policy questions, please contact your department's Deputy City Attorney. Instructions "How to Prepare a Departmental Records Retention Policy and Schedule" are at the back of this manual."

If you have other questions, please contact indextorecords@sfgov.org.

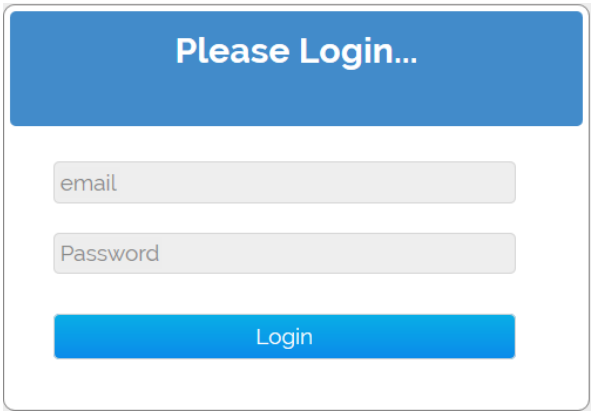
Logging In

The Index to Records allows individual members of the public and city employees to learn what types of documents and records are maintained by CCSF, and how long and where they are maintained. Each department or agency is responsible for maintaining their own index (aka schedule). The Index to Records web application will allow you to make any necessary changes to your schedule.

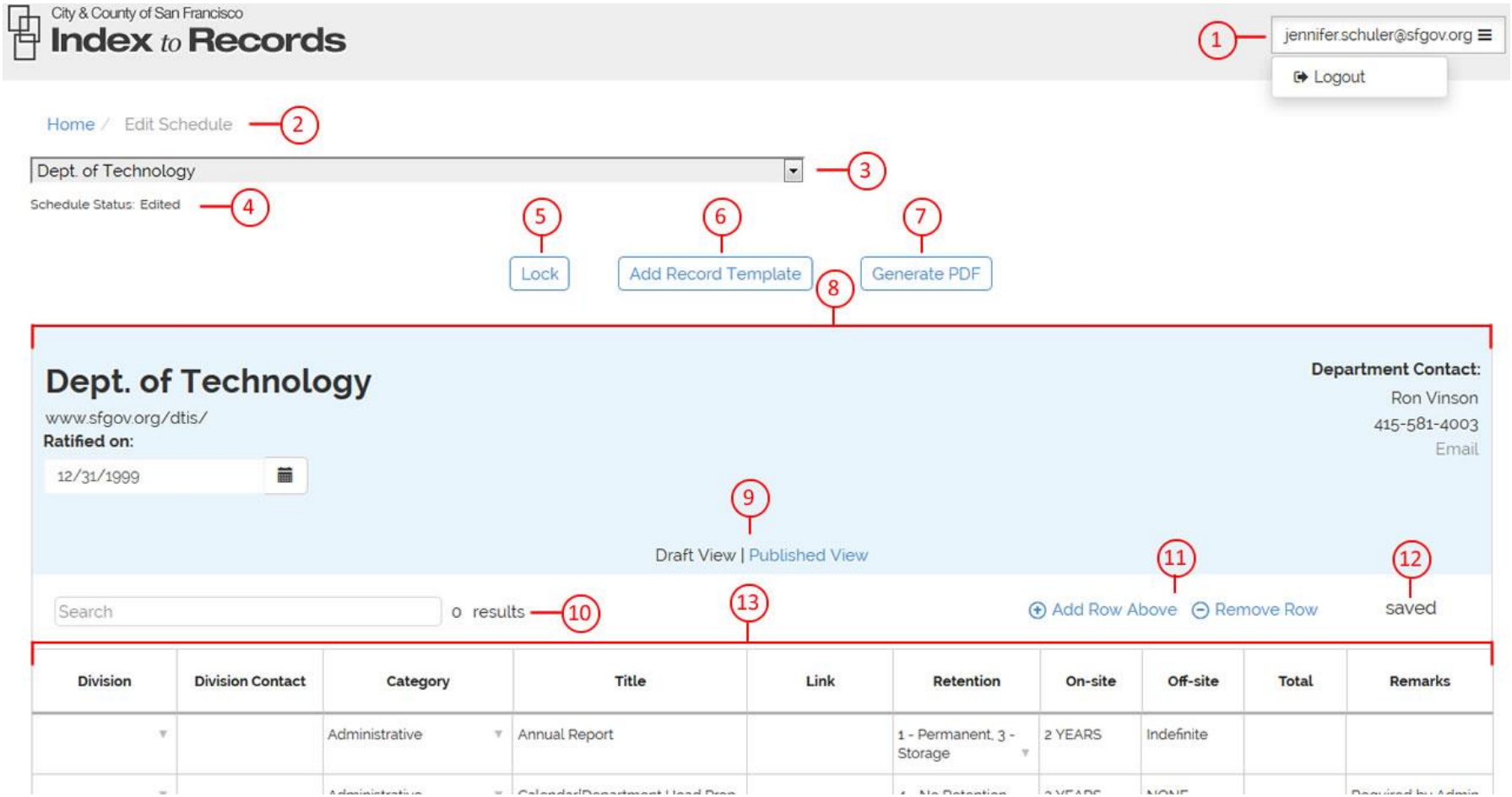
From the home page of the Index to Records (https://index.sfgov.org), click on the "Administration" button in the upper right corner of the screen.

This will take you to the login screen, Type in your email and password in the appropriate fields and click "Login"

Once logged in, you will be presented with the schedule edit screen.

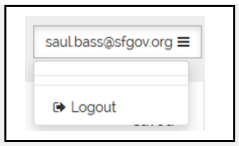


Schedule Edit Screen



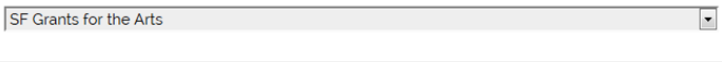
1) User name
2) Bread crumb navigation
3) Department Drop Down
4) Schedule Status
5) Lock
6) Add Record Template
7) Generate PDF
8) Schedule Header: Department/agency name, Department/agency website URL, Ratified Date, Department contact
9) Data View
10) Search box.
11) Add / Remove Row
12) Saving Status
13) Schedule data

1.) User name. Clicking on the user name will display a dropdown of options available. For Editors, this is where you log out of the system.



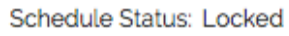
2.) Bread crumb navigation. This helps you navigate the Index to Records. "Home" takes you to the front screen.

3.) Department Drop Down. If you are responsible for multiple departments, clicking the arrow to the right of the name will show a drop down of all available departments.

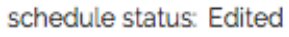


4.) Schedule Status. Shows the status of the schedule. States are:

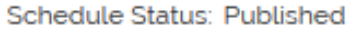
Locked – Data is locked and going through approval process for signatures.



Edited – The data has been changed from the published version and is in the process of being edited.



Published – The data is the published version available online to the public but is open for edits.

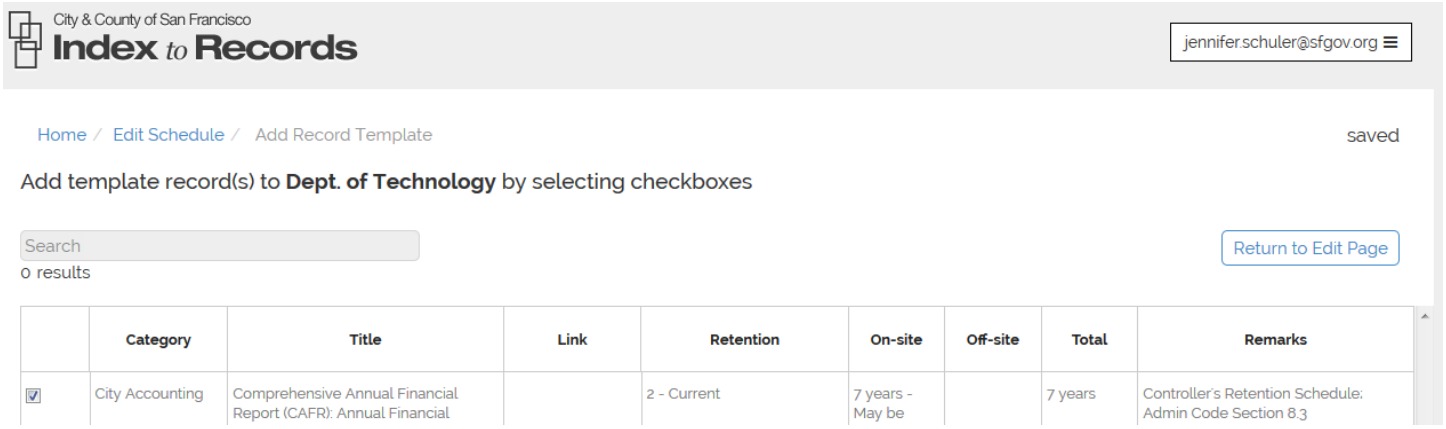


When you first go to your data to begin editing, it will show as "Published". As soon as you begin your edits, the status will change to "Edited".

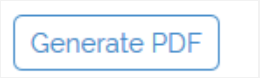
Note: Action buttons switch between grey and white depending on the Schedulel Status. White buttons are clickable while grey buttons are not.

5.) Lock. This link locks the schedule when all edits are complete and ready for approvals. Once a schedule is locked, you will not be able to make any further edits. If more edits are needed, you must contact a publisher or administrator at indextorecords.sfgov.org to unlock the schedule.

6.) Add Record Template. Provides a list of common record types you can insert in your schedule to save time. More details on this screen can be found on page 10.



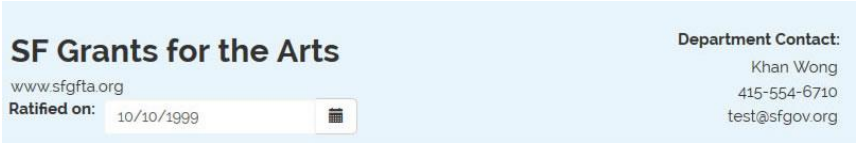
7.) Generate PDF. Will create a PDF that is downloaded to your PC.



PDFs generated **before** the schedule is locked will have "Draft" watermarked on the document and is for review purposes only.

PDFs generated **after** the schedule is locked are for signature purposes and will not have the draft watermark.

8.) Schedule header. Fields include: Department name, Department website URL, Department Contact name, phone number, email address, and Ratified On date.

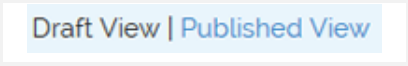


All fields in the header are editable. To edit any field, double click on the data and make your changes. As soon as you move off that field, your changes will be saved.

"Ratified On" date can also be selected from a date picker by clicking on the icon to the right of the field. This should be the most recent ratification signature date on the final, physical schedule. If you know the date the schedule will be signed, you may insert it. If you are unsure, leave it and the publisher/administrator will input it.

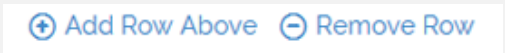
Department contact: This should be the person responsible for answering questions regarding the records your department maintains.

9.) Data View. "Draft View" indicates you are currently on the draft view of your schedule. The "Published View" link will open the published version of the schedule you are editing in a new tab. This will allow you to review the published schedule while working on your edits. See page 11 for details.



10.) Search box. Here you can search within the department schedule to find the record you wish to review and/or edit. See page 8 for more details.

11.) Add / Remove Row After placing your cursor in the schedule, clicking the "Add Row" link will add an empty row for you to insert a new record. After placing your cursor in a specific row, clicking "Remove Row" will remove that row from the schedule.



12.) Saving Status. This shows when your edits are saved. Each change is saved automatically when you leave the cell or field.

The 2 states: Saving and Saved

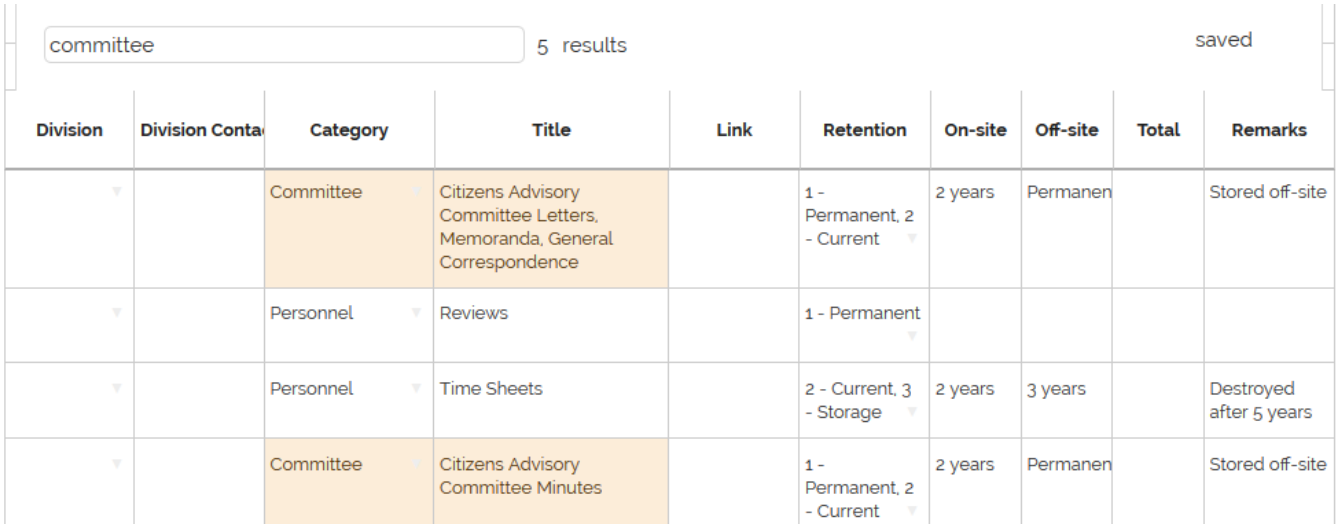
13.) Schedule Data: Column Headers: Definition of types of data.

Division- If your agency has divisions responsible for maintaining records, division information may be included for each record.
Division Contact- For each division, a contact person and their contact information may be provided, but is not required This is relevant mainly for large departments.
Category- This is a required field. The category of the record.
Title- This is a required field. The title of the record
Link- If the records are available online, please provide the URL
Retention –This is a required field. This is a dropdown of the retention category(s) that apply
On-site –How long records are kept on-site.
Off-site –How long records are kept off-site
Total –Total of years records are maintained.
Remarks –Any comments deemed necessary.

13.) Schedule Data: Searching and sorting - There are several ways to find a particular record or piece of data in the list.

Each header in the schedule can be used to sort in ascending or descending order.

Use the "Search" box to find specific terms. Type in terms and hit "Enter". A count of how many times the term was found appear next to the search box. The cells in which the terms are found in the list below will be highlighted.



Division	Division Conta	Category	Title	Link	Retention	On-site	Off-site	Total	Remarks
		Committee	Citizens Advisory Committee Letters, Memoranda, General Correspondence		1 - Permanent, 2 - Current	2 years	Permanen		Stored off-site
		Personnel	Reviews		1 - Permanent				
		Personnel	Time Sheets		2 - Current, 3 - Storage	2 years	3 years		Destroyed after 5 years
		Committee	Citizens Advisory Committee Minutes		1 - Permanent, 2 - Current	2 years	Permanen		Stored off-site

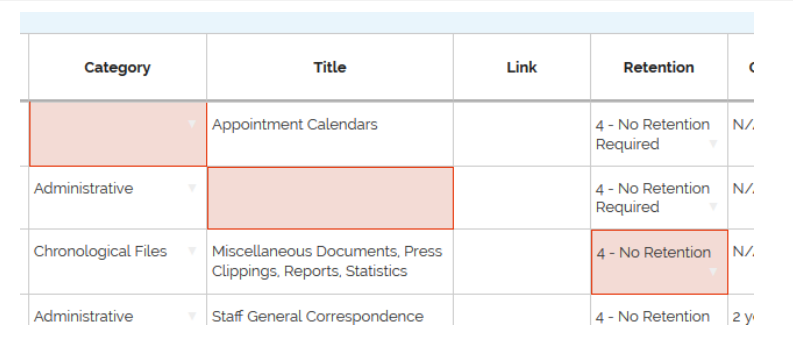
Simply scroll down to locate the records. As you scroll down, the "Search Box" and column headers will remain at the top of your screen to make finding the right piece of data easier.

13.) Schedule Data: Editing records –There are multiple ways to add, delete and change records in the schedule As soon as you move off any cell you are editing, the system will automatically save the changes.

To edit a single cell, double click on the cell to open it for edits and make desired changes. You can type directly into cells or copy and paste information from other programs (Excel, Word, Notepad)

Cells in the Category, Title and Retention columns must contain data. If one of these cells does not have data, it will be outlined in red.

In the Category and Title cells, if you have added data before, a drop down of suggestions will appear for you to choose to speed up the edit process.



Category	Title	Link	Retention	
	Appointment Calendars		4 - No Retention Required	N/
Administrative			4 - No Retention Required	N/
Chronological Files	Miscellaneous Documents, Press Clippings, Reports, Statistics		4 - No Retention	N/
Administrative	Staff General Correspondence		4 - No Retention	2 y

The Retention cells must contain one of a predefined set of terms. When you click on the cell to edit, a drop down will appear. You can choose one of the options. As you type, the list will shorten to narrow in on the appropriate options.

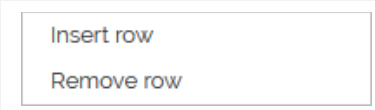
Any errors in this cell will have a red outline. If you type in a partial term or misspell it, you will see a red box around the cell.

1 – Permanent
2 - Current
3 - Storage
1 - Permanent, 2 - Current
1 - Permanent, 3 - Storage
2 - Current, 3 - Storage
1 - Permanent, 2 - Current, 3 – Storage
4 - No Retention Required

If you make an error or if you mistakenly overwrite data you wished to keep, you can click ctrl+z to undo the change(s). This includes adding or removing row functions. You can back out several changes but there is a limit to how many.

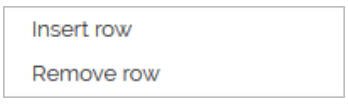
To add a new record:

- You can insert one of the “Record Templates”. (See page 10)
- You can right click on a row and select “Insert Row” or, after placing your cursor in the schedule, click the “Add Row” link. Then you can copy and paste a row from another document like Excel or a Word table (The table must have identical columns if using this method.) or fill in each cell individually
- If you scroll to the bottom, you can use the empty row to put in data. Once filled, a new empty row will appear.

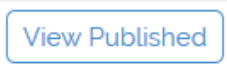


To remove a record:

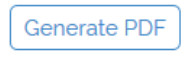
- You can uncheck boxes on the “Add Record Template” screen. (See page 10)
- You can right click and select “Remove Row” from the drop down or, after placing your cursor in the row you wish to remove, click the “Remove Row” link.
- You can highlight multiple rows, right click and select “Remove Row” from the drop down.



If at any time you wish to review the schedule that is currently published and available to the public, you can click the "View Published" button. This will open up the schedule in a new tab.



While the schedule is unlocked, you can hit the "Generate PDF" button. This will create a PDF from the current state of the editable schedule and download the PDF to your desktop. This copy will have the word "Draft" watermarked on every page and cannot be used for signatures.



Locking Retention Schedule

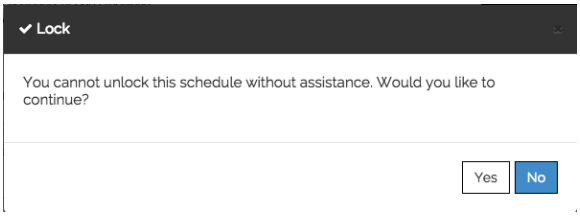
Warning: The system will not catch typos or incorrect data aside from the Retention column. Review your data carefully before locking.

When edits are complete, use the "Lock" button. A confirmation dialog box will appear.

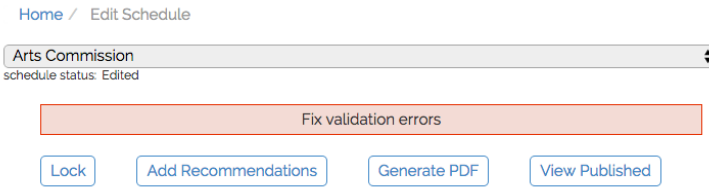
Click "Yes" if you are done and wish to lock the schedule. You must lock the schedule to produce a clean copy of the schedule for signatures.

Click "No" if you do not wish to lock the schedule at this time.

Once the "Lock" button is used, you will no longer be able to make any edits on the schedule.

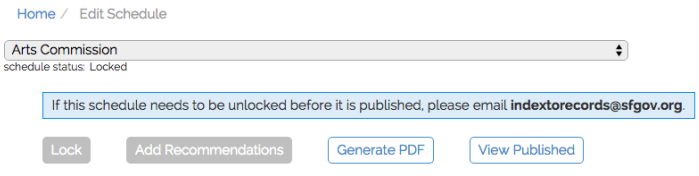


If there are errors in the Category, Title or Retention columns, the following error message will appear above the action buttons "Fix validation errors" You will not be able to lock the schedule until you correct these errors. Cells that have errors will be red.

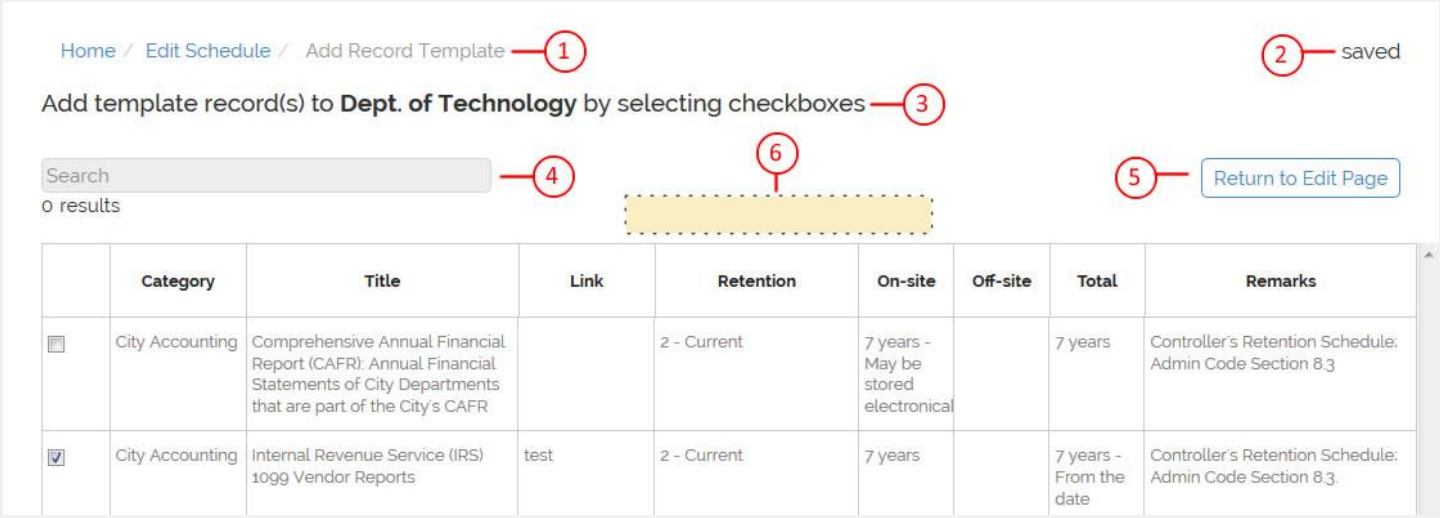


Once the schedule is locked, use "Generate PDF" to create the PDF to be used for signatures. The PDF will be downloaded to your desktop. You need to be familiar with where your desktop downloads files. Note: Some schedules are large and will take time for the PDF to download. Please be patient and do not push the button multiple times.

Once the schedule is locked, the message "If this schedule needs to be unlocked before it is published, please email indextorecords.sfgov.org" will appear above the action buttons. This is simply informational in case you need to make a correction before the schedule is ratified and/or published.



Add Record Template



The header (#3) indicates which schedule the record templates will be inserted. This should be the schedule you are working on.

The list can be searched by typing terms into the search box (#4) and/or clicking the headers to sort the column data by ascending or desending order.

Select the check box next to the record template you wish to insert. As you select templates, you will get a confirmation notice (#6). The system will save your choice automatically, indicated by the "Saving Status" (#2). You may select as many as you wish.

To remove a record template from your schedule, click the check box next to the template. The system will save your choice automatically, indicated by the "Saving Status" (#2). As you deselect templates, you will get a confirmation notice (#6).

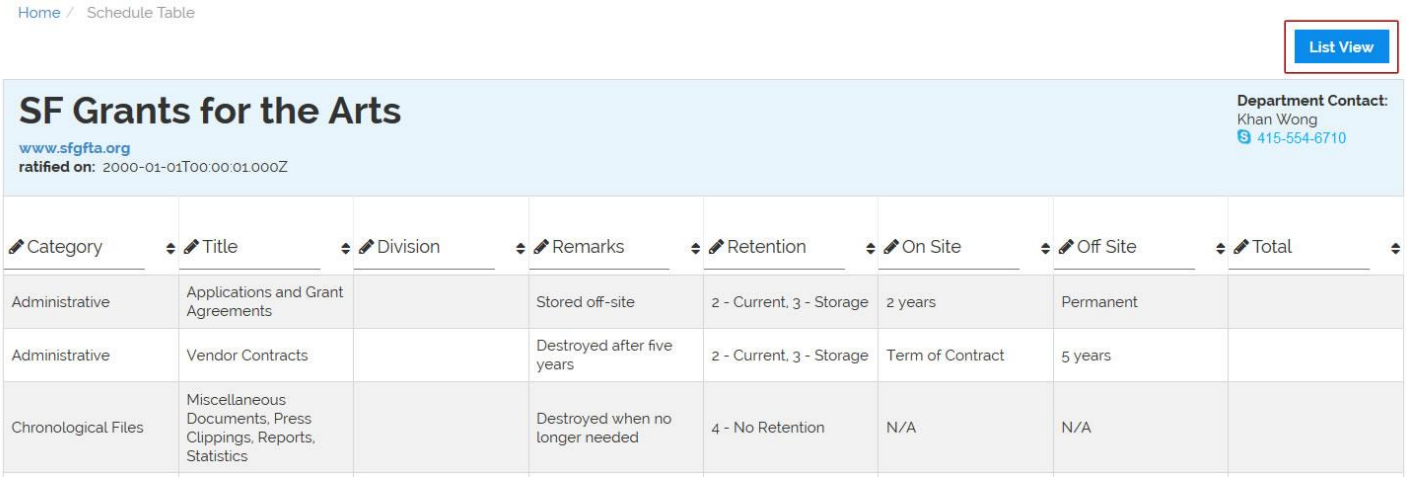
When you are done, click the "Return to Edit Page" button (#5) or select "Edit Schedule" in the breadcrumbs (#1). You will be returned to the edit screen and the record templates will have been inserted/removed into your schedule.

You may edit any of the cells in these templates except Title once they are in your schedule.

The template removal procedure only works if you used the "Add Record Template" function to add records to your schedule.

You may only have one of each of these record templates in your schedule. If you return to the "Add Record Template" list, you will see check marks next to the records you have already inserted, but they will be the original records, and will not display any edits you may have made in your schedule.

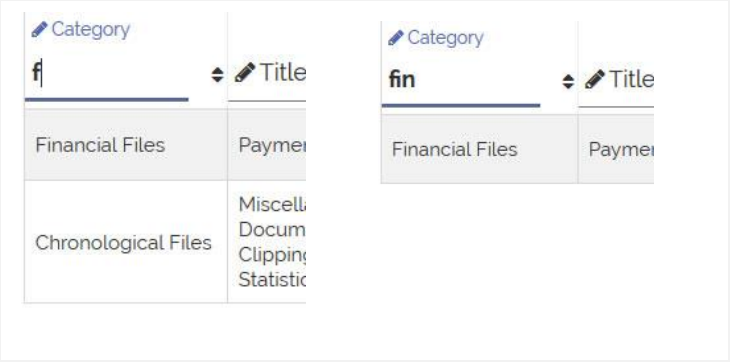
Published View. Takes you to the published version of the schedule you are editing.



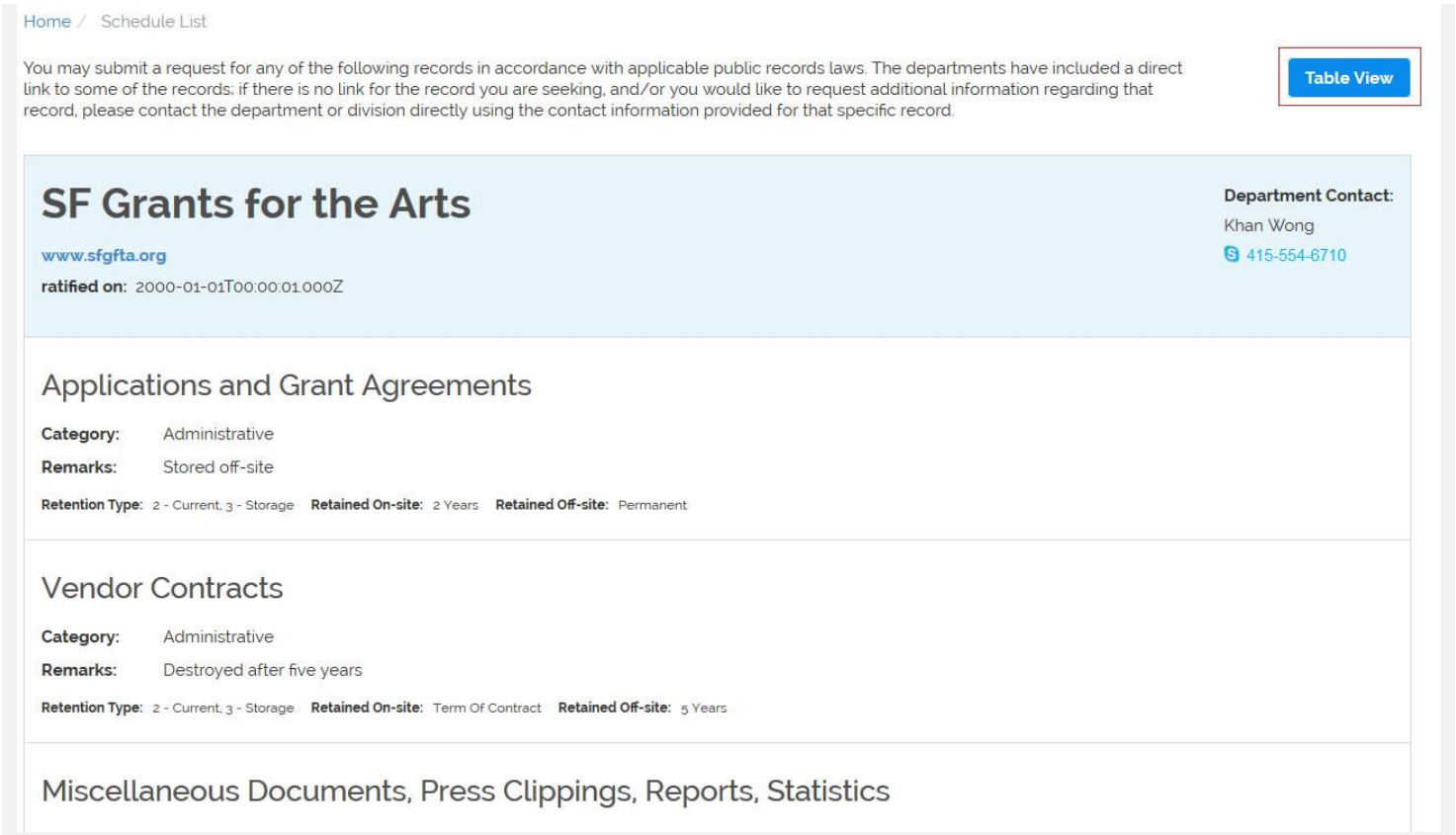
This will **not** include any edits you are currently making nor any records that are awaiting signatures or publishing.

You can click on the small arrows next to the column headers to sort the records in ascending or descending order.

You can also filter on each column by clicking anywhere on the header name. Type your term in the space provided. The data will start to filter as soon as you start typing.



When you click the “View Published” button, a new tab will open with the published schedule in the table view. You can switch to the list view by clicking the button on top of the list to the right.



You can switch back to list view by clicking the “Table View” button in the upper right.

City and County of San Francisco Administrative Code Section. 67.29
Index To Records

The City and County shall prepare a public records index that identifies the types of information and documents maintained by City and County departments, agencies, boards, commissions, and elected officers. The index shall be for the use of City officials, staff and the general public, and shall be organized to permit a general understanding of the types of information maintained, by which officials and departments, for which purposes and for what periods of retention, and under what manner of organization for accessing, e.g. by reference to a name, a date, a proceeding or project, or some other referencing system. The index need not be in such detail as to identify files or records concerning a specific person, transaction or other event, but shall clearly indicate where and how records of that type are kept. Any such master index shall be reviewed by appropriate staff for accuracy and presented for formal adoption to the administrative official or policy body responsible for the indexed records. The City Administrator shall be responsible for the preparation of this records index. The City Administrator shall report on the progress of the index to the Sunshine Ordinance Task Force on at least a semi-annual basis until the index is completed. Each department, agency, commission and public official shall cooperate with the City Administrator to identify the types of records it maintains, including those documents created by the entity and those documents received in the ordinary course of business and the types of requests that are regularly received. Each department, agency, commission and public official is encouraged to solicit and encourage public participation to develop a meaningful records index. The index shall clearly and meaningfully describe, with as much specificity as practicable, the individual types of records that are prepared or maintained by each department, agency, commission or public official of the City and County. The index shall be sufficient to aid the public in making an inquiry or a request to inspect. Any changes in the department, agency, commission or public official's practices or procedures affecting the accuracy of the information provided to the City Administrator shall be recorded by the City Administrator on a periodic basis so as to maintain the integrity and accuracy of the index. The index shall be continuously maintained on the City's World Wide Website and made available at public libraries within the City and County of San Francisco. (Added by Ord. 265-93, App. 8/18/93; amended by Ord. 287-96, App. 7/12/96; Proposition G, 11/2/99)

Sec. 67.29-1. RECORDS SURVIVE TRANSITION OF OFFICIALS.

All documents prepared, received, or maintained by the Office of the Mayor, by any elected city and county official, and by the head of any City or County Department are the property of the City and County of San Francisco. The originals of these documents shall be maintained consistent with the records retention policies of the City and County of San Francisco. (Added by Proposition G, 11/2/99)

Sec. 67.29-2. INTERNET ACCESS/WORLD WIDE WEB MINIMUM STANDARDS.

Each department of the City and County of San Francisco shall maintain on a World Wide Web site, or on a comparable, readily accessible location on the Internet, information that it is required to make publicly available. Each department is encouraged to make publicly available through its World Wide Web site, as much information and as many documents as possible concerning its activities. At a minimum, within six months after enactment of this provision, each department shall post on its World Wide Web site all meeting notices required under this ordinance, agendas and the minutes of all previous meetings of its policy bodies for the last three years. Notices and agendas shall be posted no later than the time that the department otherwise distributes this information to the public, allowing reasonable time for posting. Minutes of meetings shall be posted as soon as possible, but in any event within 48 hours after they have been approved. Each department shall make reasonable efforts to ensure that its World Wide Web site is regularly reviewed for timeliness and updated on at least a weekly basis. The City and County shall also make available on its World Wide Web site, or on a comparable, readily accessible location on the Internet, a current copy of the City Charter and all City Codes. (Added by Proposition G, 11/2/99)

City and County of San Francisco Administrative Code Section 8
Documents, Records and Publications

SEC. 8.1. "RECORDS" DEFINED.

"Records," as used in this Chapter, shall mean such paper, book, photograph, film, sound recording, map, drawing or other document, or any copy thereof, as has been made or received by the department in connection with the transaction of public business and may have been retained by the department as evidence of the department's activities, for the information contained therein, or to protect the legal or financial rights of the City and County or of persons directly affected by the activities of the City and County.

SEC. 8.2. RESPONSIBILITY FOR PRESERVATION AND FILING OF RECORDS.

The head of every department shall be responsible for the preservation and proper filing of papers, film or other records of the department and the ultimate disposition of the same in accordance with the applicable law.

SEC. 8.3. RETENTION AND DESTRUCTION OF RECORDS GENERALLY.

It shall be the duty of each department head to classify the department's records, using the classifications set forth in Section 8.4 of this Code, and to prepare a schedule for the systematic retention and destruction of such records, which schedule shall comply with the provisions of this Section and of Sections 8.4 and 8.9 of this Code and will be effective only upon approval by the officers and boards specified below.

Current records and storage records, as defined in Section 8.4 of this Code, may be destroyed five years after they were created if they have served their purpose and are no longer required for any public business or other public purpose, except that records pertaining to financial matters shall be destroyed only after approval by the Controller; those having legal significance only after approval by the City Attorney; and payroll checks, time cards and related documents only after approval by the Retirement Board.

If requested by the Retirement Board, payroll checks, time cards and related documents shall be delivered to the Retirement Board instead of being destroyed. Current records and storage records less than five years old may be destroyed or otherwise disposed of if their destruction or other disposition within a shorter length of time will not be detrimental to the City and County or defeat any public purpose and if a definitive description of such records and the retention period applicable to them are set forth in a schedule for the systematic retention and destruction of records that is prepared by the department head, approved by the Mayor or the Mayor's designee, or the board or commission concerned, and approved by the City Attorney as to records of legal significance, by the Controller as to records relating to financial matters, by the Retirement Board as to time rolls, time cards, payroll checks and related matters.

Permanent records, as defined in Section 8.4 of this Code, and essential records, as defined in Section 8.9 of this Code, shall not be destroyed or otherwise disposed of except as set forth in those sections.

The provisions of this Section do not apply to sound recordings of radio or telephone communications as described in Section 8.3-1.

Nothing in this Section shall be deemed to apply to or authorize the destruction of any records that are required to be retained by local, State or federal law.

SEC. 8.3-1. SOUND RECORDINGS.

(a) The words "sound recordings," as used in this Section, mean the routine daily taping and recording of telephone communications to and from a department of the City and County of San Francisco and all radio communications relating to the operations of that department.

(b) The San Francisco Municipal Railway shall retain sound recordings relating to its operations for at least one year. The San Francisco Police Department and Fire Department shall retain sound recordings relating to their respective operations for at least six months.

(c) Any department not mentioned in Section 8.3-1(b) shall retain sound recordings relating to its operations for at least 100 days.

(d) Sound recordings of any department may be destroyed or otherwise disposed of at any time upon authorization of the department head and the written consent of the City Attorney; provided, that the minimum time limits for retention set forth in this section are complied with and provided further that in the event that sound recordings maintained by a department are evidence in any claim filed or any pending litigation, such recordings shall be preserved until pending litigation is resolved.

SEC. 8.4. RECORDS CLASSIFICATIONS.

"Records," as defined in Section 8.1 of this Code, shall for the purposes of this Chapter be divided into three classifications: current records, storage records and permanent records.

"Current records" are records which for convenience, ready reference or other reason are retained in office space and equipment of the department involved.

"Storage records" are records which need not be retained in office space and equipment of the department involved, but which must be, or should be, prudently preserved for a time or permanently in the facilities of a records center, as specified in the following section.

"Permanent records" are records required by law to be permanently retained. Unless otherwise required by law or regulation, permanent records shall be stored by microfilming the paper records or placing them on an optical imaging storage system, placing the original film or tape in a State-approved storage vault and delivering a copy to the department. The paper records may then be destroyed.