PIERCE COUNTY, WASHINGTON

Auditor

A redaction services case study

AT A GLANCE

- Procurement process via formal RFP
- Driving force was to make their records available online
- Document date range: 1969 - 2020
- Redacting SSN & DOB fields

Early Results

- Extract is delivering an accuracy rate of > 99%

> "The ability to be transparent with our records is important, but we never want to endanger our citizens' personally identifiable information. The reliability of Extract and US Imaging to deliver incredibly accurate results ahead of schedule is exciting for our office and our constituents."

Casey Kaul

Pierce County WA- Recording and Licensing Manager

BACKGROUND

Pierce County, Washington is the second most populous county in its state, steadily climbing toward a million residents over the past several decades. The Pierce County Auditor's Office is responsible for elections, licensing services, and a variety of public records. In 2021, Pierce County, Washington issued RFP 21-125 for Redaction of Recorded Documents. The County had records dating back to 1969 that needed dates of birth and social security numbers redacted so the documents can be made available to the public. Going back this far meant the County had just under 36 million images for review.

Extract responded to the solicitation jointly with US Imaging, who are expert in document digitization services. US Imaging has nearly 50 years of experience in document imaging and has worked with almost 1,000 US counties. We felt uniquely positioned to submit a proposal for this project because of this partnership. With US Imaging focused on delivering high-quality images with easy to identify text, Extract could concentrate on driving both speed and accuracy with our automated redaction solution, ID Shield.

ABOUT ID SHIELD

OCR output is critical to any redaction process. The better the quality of the OCR output file, the greater the accuracy of the redaction. Extract Systems redaction software starts with the OCR engine, deploys machine learning to classify documents, and layers additional recognition technology into the software to find data within complex unstructured documents. Extract's data detection rules find and redact all sensitive data types. This is a proprietary formula that incorporates pattern recognition logic, phrase context proximity and keywords into the software based on the data that needs to be captured and secured. Redaction zones are burned in, making it impossible for identity thieves to retrieve private information. All hidden metadata associated with the redacted text is eliminated.

PROGRESS

Extract and US Imaging were awarded the contract in January of 2022 and started actively processing documents by March. The County's goal was to achieve a rate of 1.6 million pages processed per month so the project could be completed by the end of 2023 while spreading out their costs over a period of time.

After consulting with the County and seeing such impressive accuracy results, we agreed to increase the pace of pages processed per month. Through the first ten months of the project, we are ahead of plan with 23 million pages completed. Per the County's request, results were packaged in batches and delivered in a specific format, as a full year of documents at a time, for upload into the County's Aumentum Recorder System.

extract