



Superior Court of California, County of Alameda

Finance Department

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MEMORANDUM

DATE: May 5, 2014
TO: Matthew McDonald
FROM: Rob Quinlan
RE: DomainWeb Cost Recovery Model

Background:

The Superior Court, County of Alameda (Court) uses Domain as its case management system for hosting Civil, Small Claims, and Family Law cases. DomainWeb is the court's internet portal for accessing these cases. The public in Alameda County is fortunate that they can access the civil case management system (including scanned court filings) on the internet – not all large courts in California provide this public service.

Our court employs a partial cost recovery model for Domain internet services. The fees charged on DomainWeb do not fully offset the costs. The costs are:

Table 1: Annual Costs to Allocate to Public Searches and Document Access:

Start-up cost to develop DomainWeb (5 year life) ¹	\$ 48,088 per year
Cost to scan all of the documents into Civil Domain ²	\$ 488,551 per year
Annual cost to host and maintain DomainWeb ³	\$ 196,761 per year
Total Costs	\$ 733,400

Summary – Per Unit Costs:

The per-unit cost for the Court to create and maintain DomainWeb is broken down into two charges:

Table 2: Per Unit Costs for Public Searches and Document Access:

Cost for Each Search ⁴	\$ 2.11 per search
Cost for Each Scanned Page ⁵	\$ 2.35 per page

The charges established by the Court at \$ 1 per search; and \$ 1 per page (pages 1 – 5) and \$ 0.50 per page thereafter are similar to other courts in California performing these services. Obviously the current charges do not fully recover the costs of operations.

¹ See Table 3 for verification

² See Table 4 for verification

³ See Table 5 for verification

⁴ \$ 733,400 total costs x 46% attributable to searches on Court website/53,184 annualized searches based upon 4432 searches in April 2014

⁵ \$ 733,400 total costs x 54% attributable to document access/60,008 annualized documents based upon the 1154 documents accessed in April 2014

Detailed Charges – Verifiable Accounting and Statistical Information:

Table 3 Start-up Cost of the Domain Web Website	
Programmer and Analyst Time 2013 to Develop Website	\$ 240,440
Annual Cost (5 year life. \$ 240,440/5 years)	\$ 48,088
Amount to Allocate to Searches (46% Searches) ¹	\$ 22,120
Court's Cost Per Search (website start-up cost) ²	\$0.41 per search
Amount to Allocate to Document Scan (54% Document Scan)	\$25,968
Court's Cost Per Document (website start-up cost) ³	\$ 0.43 per page

Table 4 Cost of Scanning Documents into Domain – Civil	
Number of LPA's solely dedicated to scanning Civil docs	5.5 FTE
Total Cost of 5.75 FTE LPAs in Oakland/Hayward	\$ 460,059/year
Scanners – Cost of 6 Kodak Ingenuity 8000 Scanners (5 year life)	\$ 18,000/year
Scanners – Hardware Maintenance Agreement for 6 scanners	\$ 10,492/year
Total	\$ 488,551
Cost per document (\$ 488,551/2,951,808 scanned) ⁴	\$ 0.15 per page

Table 5 Annual Operating Cost of Maintaining the DomainWeb Website	
1.0 FTE Programmer for Domain \$ 222,648 – 10% DomainWeb	\$ 22,264
OIT Staff Time to maintain DomainWeb	\$ 72,115
Website Maintenance (24% attributable to DomainWeb)	\$ 102,381
Subtotal	\$ 196,760
Amount to Allocate to Searches (\$ 196,760 x 46% searches ratio)	\$ 90,509
Court's Cost Per Search (\$ 90,509/53,184 annualized searches)	\$ 1.70 per search
Amount to Allocate to Document Scan (\$ 196,760 x 54% scan)	\$ 106,251
Court's Cost Per Scan (\$ 106,251/60,008 annualized scan access)	\$ 1.77 per page

Table 6: Compiled Costs	
Search Cost (\$ 0.41/search table 3 + \$ 1.70/search table 5)	\$ 2.11 per search
Document Access Cost (\$ 0.43 per page table 3 + \$ 0.15 per page table 4 + \$ 1.77 per page table 5)	\$ 2.35 per page

¹ Per Google Counter, the Court website had 4432 searches in April 2014. Annualized this is 53,184 (46% instances of service) Per Google Counter, the Court website had 4,616 documents accessed (54% instances of service).

² \$ 22,120 (46%) total allocation of costs to search/53,184 searches = \$ \$ 0.41 per search.

³ \$ 25,968 (54% total allocation of costs to scanned document access/60,008 instances of service = \$ 0.43 per page

⁴ Per Civil Division 184,699 scanned documents in Oakland in January 2014 and 56,285 scanned documents in Hayward in January 2014. Annualized this is 2,951,808