

How DocuDriven Helped Jefferson Transit Authority Digitize 97 Boxes of HR Payroll Records



CHALLENGE

Jefferson Transit Authority (JTA) had long wanted to digitize decades of paper payroll records, but the paper itself was only the first obstacle. The bigger one was funding: JTA needed a formal quote in hand before pursuing grant funding, and only then could they secure budget approval. As a federally funded, SAM.gov-registered project, JTA also needed a vendor qualified to work within those requirements.

The 97 boxes themselves added complexity, split across three formats — 1980s/90s greenbar continuous-feed paper, loose files in random stacks, and binder-clip folders — each needing its own scanning and file-naming approach. The records also contained Social Security numbers and other sensitive PII, meaning JTA needed a vendor trusted with regulated data.

SOLUTION

After reviewing proposals from multiple vendors, JTA selected DocuDriven — a SAM.gov-qualified partner with a strong, competitively priced bid and a proposal showing real understanding of the agency's needs.

DocuDriven's HIPAA-compliant facility, background-checked staff, and strict access controls gave JTA confidence their sensitive payroll data would be handled securely from pickup through delivery. All 97 boxes were picked up in a single, chain-of-custody-documented transport from Port Townsend, WA, to DocuDriven's secure facility.

Each of JTA's three box types was scanned according to its own indexing logic, with files named and organized by box label and folder per Washington State requirements.



DocuDriven is familiar with the State of Washington's scanning requirements, and you can count on them to do it right."

AMANDA WATKINS

EXECUTIVE ASSISTANT & CLERK
OF THE BOARD, JEFFERSON
TRANSIT AUTHORITY



RESULTS

DocuDriven picked up all 97 boxes on April 22, 2026, and completed the full digitization project by June 18 — a total of 251,479 pages digitized in under two months, well ahead of the proposal's recommended three-month timeframe. All three box types — greenbar, random-stack, and binder-clip folders — were digitized and indexed for easy retrieval.

"It was great to clear up space in our records room," Amanda shared. "The DocuDriven team was timely and professional in all communications, and the quality of their work was outstanding."

JTA's payroll records are now digitized, searchable, and organized — a meaningful milestone in the agency's broader move toward paperless records management.

THE DOCUDRIVEN DIFFERENCE

We don't just scan documents — we understand the rules they must live by. For public agencies handling regulated data like Social Security numbers, that means pairing HIPAA-compliant facilities with real transparency: chain-of-custody pickup, real-time tracking, and NAID-AAA certified shredding, so nothing about the process is a black box.

"DocuDriven made the process simple and easy to navigate, despite JTA having no prior experience with this type of project," Amanda noted. "Thank you for the great customer service."



Throughout the project, we always knew the status of our project, and the updates were both timely and helpful."

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ABOUT DOCUDRIVEN

DocuDriven optimizes the value of your records, delivering expertly designed solutions — on-time and on-budget. Whether you have decades of paper boxes, large format blueprints, or dormant/unstructured data, we help you cull out what you don't need and make your vital data searchable and easy to find.

When records accuracy, accountability, and scale matter, organizations choose *DocuDriven*.