

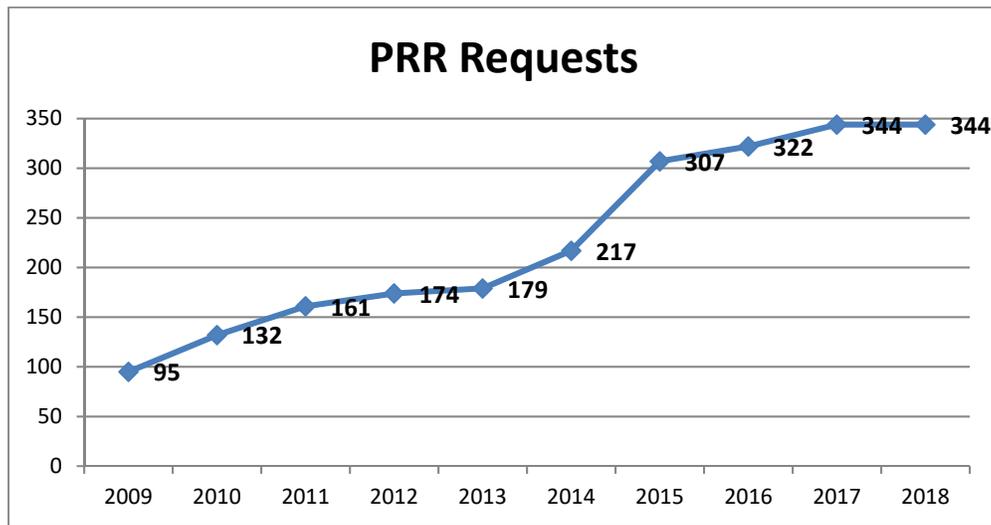


## CITY CLERK’S OFFICE 2018 PUBLIC DISCLOSURE REPORT

The City’s public records request process is managed centrally by the City Clerk’s Office (CCO) to ensure compliance with the Public Records Act, and to provide efficient and uniform service. The CCO strives to provide records as quickly as possible. Our goal is to respond to “*Routine*” requests within five business days, and “*Complex*” requests are delivered to requestors in installments, with the first installment typically delivered two weeks after a request is made.

*Routine* requests were assigned by rotation to four CCO staff, and *Complex* requests were assigned to the Public Disclosure Specialist. CCO staff then work with Department Records Contacts and other City staff to search for and produce records. The City estimates its total costs for fulfilling public records requests in 2018 was approximately \$183,146.

In 2018, the City received **344 requests** for public records. The following chart shows the number of requests by year since 2009:



The 344 requests received in 2018 can be further broken down into the following Categories:

As-Built	8	2%	GIS Data/Maps	2	<1%
Bids/RFPs	6	2%	Meeting Records	2	<1%
CIP/Streets/Transportation	1	<1%	Miscellaneous	82	24%
Contracts	5	1%	Permit Files	191	56%
Correspondence/Email	2	<1%	Project Files	10	3%
Financial Data	9	3%	Service Request/Code Enforcement	26	8%

RCW 40.14.026 requires agencies with public records costs that exceed \$100,000 to report to the Joint Legislative Audit and Review Committee (JLARC) on a variety of performance metrics including information on cost, staff time, and response time. The City's entire Public Records Report submitted to JLARC is attached to this Annual Report.

### 2018 PRR Highlights

In 2018, 81% (280) of the 344 requests received were categorized as *Routine*; and 19% (64) were categorized as *Complex*. 338 requests were closed in 2018; and the median number of days to final disposition of all closed requests was 9 days, and the average was 17.3 days. This metric includes the number of days it took a requestor to pay an invoice and claim the records. It is important to note that, on average, the CCO makes records available in 4 days for *Routine* requests. 63% of *all* requests were made available for requestors to claim within five days. The City collected \$759.00 in copying fees; and 49 requests were fulfilled by the City but were never claimed by the requestor.

### Summary

The number of Public Records Requests in 2018 remained steady year-over-year, with over half of the requests for planning and community development records. It was the first full year of invoicing for copies of electronic records. Approximately 14% of the requests had unpaid invoices. At the time a request is closed, CCO offers requestors the opportunity to complete a customer service satisfaction survey; and feedback from 11 requestors was received. Overall, the themes were: the CCO is timely, helpful and friendly, but the convenience and efficiency of the process suffers because CCO does not accept electronic payments. The CCO is working with Administrative Services to find a solution. The complete survey responses are as follows:

#### **How would you rate our process for handling your request?**

Excellent = 6            Very Good = 1            Satisfactory = 1            Poor = 2  
Not answered = 1

#### **How courteous was your treatment by our staff?**

Excellent = 11            Very Good = 0            Satisfactory = 0            Poor = 0

#### **Was there something else we could have done to provide better service?**

- The only thing I would have liked is to have been able to pay for the records either by card over the phone or by computer. I was out of town when I received the info to be able to pay for the request so I needed to wait until I was home in order to mail a check in. I live an hour away so I was not going to drive through Seattle :( I could have been able to see the information just a bit sooner had I been able to pay sooner. Otherwise, all was fine.
- It would be truly nice to be able to pay for my copies using a credit card rather than having to send a check. That's the only reason I didn't mark excellent for the process for handling my request. I've stopped by the office and I've done the request via email and

each and every time, the staff in the building/planning department have been simply the best to work with!

- None, Heidi Webb was a huge help in all aspects of my information request. Everything was above my expectations and done in extremely quickly. All of my questions were answered on the phone and in person as well.
- I requested the following: "Any and all code enforcement reports, complaints, violations, permits, file notes, etc., that relate in any way to the property at 1218 NE 184th Street, Shoreline, WA 98155" That is not what I received. I presume that a building permit exists for the garage and house, and that our difficult neighbor was making complaints well before we moved in. The information we received appears to go back no further than a decade. Furthermore, I am personally aware of code enforcement contacts that are not recorded within the materials we received, e.g. our neighbor's complaint about a code-compliant shed within our back yard. This is an incomplete record. I requested a complete record. That is not what I received.
- No. The process was quick and easy. You did a great job.
- Not that I can think of.
- In our business, we need to obtain as-built records from different municipalities. Most do not charge for scanning records, but it is understandable that you do given that an employee has to spend some time finding and scanning them.

It is such a slow process, though, to have to bring in cash or mail a check before the records can be posted on the website. It seems it would be more expeditious if there was a way to charge the fee over the phone, especially when the amount is so small. The online instructions were very clear. Thank you.

- I had to call the city to determine the status of my request. It would be nice to receive some sort of status update without your customer needing to initiate it - sort of like how UPS or Amazon do it with purchases from them. I'm sorry to say most people I know expect that government services will be slow, forgetful, needing to be prodded and continually checked up on. That was my fear and was the reason I initiated a call. That was not at all the experience which was 180 degrees opposite - you were timely, considerate, and thorough.

#### **Other comments**

- Thanks for the prompt attention to my request!
- Very professional and prompt service
- The request was processed quickly and staff was very professional
- Heidi was very professional. I'm glad I got to work with someone so smart and diligent.

- All staff with whom we've had contact have been terrific: competent, professional, accommodating, and courteous. However, the records access process took more than a week, and is substantially incomplete. Not sure what to make of that.

Attachment

Public Records Requests Report for Shoreline for 2018 – submitted 7/25/19

# Public Records Requests Report for Shoreline for 2018

## Baseline data

The 2018 reporting period is the 2018 calendar year (January 1st to December 31st). [Click here](#) for guidance related to Baseline data.

### Baseline data

**Total number of open public records requests at the beginning of the reporting period**

24

**Of the number of requests open at the beginning of the reporting period, how many were closed during the reporting period?**

20

**Total number of public records requests received during the reporting period**

344

**Total number of public records requests closed during the reporting period**

318

## Metric 1

Total number of requests closed within five days. [Click here](#) for guidance related to Metric 1.

### Number of requests closed within five days

**Number of requests closed within five days**

114

**If your agency feels the data provided for this metric is unduly influenced by a small number of unusually large requests, you may provide additional explanation here**

## Metric 2

The number of requests where an estimated response time beyond five days was provided. [Click here](#) for guidance related to Metric 2.

### Number of requests where an estimated response time beyond 5 days was provided

**Number of requests where an estimated response time beyond five days was provided**

53

**You may provide additional explanation here for the data provided for this metric**

## Metric 3

Average and median number of days from receipt of request to the date of final disposition of request. [Click here](#) for guidance related to Metric 3.

### Average and median number of days from receipt to final disposition

**Number of requests with final disposition**

338

**Number of days to final disposition**

5851

**Median number of days to final disposition**

9

**Average number of days to final disposition (calculated)**

17.3

**If your agency feels the data provided for this metric are unduly influenced by a small number of unusually large requests, you may provide additional explanation here**

1 REQUEST TOOK 365 DAYS; 3 REQUESTS TOOK 75-100 DAYS; AND 5 REQUESTS TOOK 60-74 DAYS

## Metric 4

Number of public records requests for which the agency formally sought additional clarification from the requester. [Click here](#) for guidance related to Metric 4.

### Number of requests for which additional clarification was sought

**Number of requests with additional clarification sought**

15

**You may provide additional explanation here for the data provided for this metric**

## Metric 5

Number of requests denied and the most common reasons for denying requests. [Click here](#) for guidance related to Metric 5.

### Number of requests denied in part or in full.

**Number of closed requests that were denied in full**

0

**Number of closed requests that were partially denied or redacted**

33

**Please provide the 5 to 10 most common reasons for denying requests during this reporting period**

**Reason 1**

Attorney Client - RCW 42.56.070/RCW 5.60.060(2)(a)

**Reason 2**

Financial Information - RCW 42.56.230(5)

**Reason 3**

Non-Disclosure for Complaint - RCW 42.56.240

**Reason 4**

**Reason 5****Reason 6****Reason 7****Reason 8****Reason 9****Reason 10**

You may provide additional explanation here for the data provided for this metric

## Metric 6

Number of requests abandoned by requesters. [Click here](#) for guidance related to Metric 6.

### Number of requests abandoned by requesters

#### Number of requests abandoned by requesters

49

You may provide additional explanation here for the data provided for this metric

## Metric 7

Number of requests, by type of requester. [Click here](#) for guidance related to Metric 7.

### Number of requests, by type of requesters

<b>Requester type</b>	Governments
<b>Other (please explain)</b>	
<b>Total requests</b>	1
<b>Requester type</b>	Individuals
<b>Other (please explain)</b>	
<b>Total requests</b>	262
<b>Requester type</b>	Law firms
<b>Other (please explain)</b>	
<b>Total requests</b>	24
<b>Requester type</b>	Media
<b>Other (please explain)</b>	
<b>Total requests</b>	1

<b>Requester type</b>	Organizations
<b>Other (please explain)</b>	
<b>Total requests</b>	80

## Metric 8

**You may provide additional explanation here for the data provided for this metric**

Percent of requests fulfilled electronically compared to the percent of requests fulfilled by physical records. [Click here](#) for guidance related to Metric 8.

### Percent of requests fulfilled electronically compared to percent fulfilled by physical records

#### Number of requests fulfilled electronically

187

#### Number of requests fulfilled by physical records

24

#### Number of requests fulfilled by electronic and physical records

46

#### Number of requests closed with no responsive records

81

#### Percent of requests fulfilled electronically (calculated)

55%

#### Percent of requests fulfilled by physical records (calculated)

7%

#### Percent of requests fulfilled by electronic and physical records (calculated)

14%

#### Percent of requests closed with no responsive records (calculated)

24%

**You may provide additional explanation here for the data provided for this metric**

The 81 remaining requests were either closed with no responsive records or were abandoned requests.

## Metric 9

Number of requests where one or more physical records were scanned to create an electronic version to fulfill disclosure. [Click here](#) for guidance related to Metric 9.

### Number of requests where records were scanned

#### Requests scanned

31

**You may provide additional explanation here for the data provided for this metric**

## Metric 10

Average estimated staff time spent on each public records request. [Click here](#) for guidance related to Metric 10.

### Average estimated staff time spent on each request

**Estimated total staff time in hours**

3432

**Average estimated staff time in hours per request (calculated)**

9

**If your agency feels the data provided for this metric is unduly influenced by a small number of unusually large requests, you may provide additional explanation here**

## Metric 11

Estimated total costs incurred by the agency in fulfilling records requests, including staff compensation and legal review and average cost per request. [Click here](#) for guidance related to Metric 11.

### Estimated total costs incurred

**Estimated total cost**

\$183,146

**Average estimated cost per request (calculated)**

\$497.68

**Our agency applied an overhead rate in our calculation of estimated costs.**

**You may provide additional explanation here for the data provided for this metric**

## Metric 12

Number of claims filed alleging a violation of Chapter 42.56 or other public records statutes during the reporting period, categorized by type and exemption at issue (if applicable). [Click here](#) for guidance related to Metric 12.

### Number of claims filed alleging a violation of Chapter 42.56 RCW

There were no claims filed alleging a violation of Chapter 42.56 RCW.

**You may provide additional explanation here for the data provided for this metric**

## Metric 13

Costs incurred by the agency litigating claims alleging a violation of Chapter 42.56 RCW or other public records statutes during the reporting period, including any penalties imposed on the agency. [Click here](#) for guidance related to Metric 13.

### Costs incurred litigating claims alleging a violation of Chapter 42.56 RCW

**Total litigation costs**

\$0

**You may provide additional explanation here for the data provided for this metric**

## Metric 14

Estimated costs incurred by the agency with managing and retaining records, including staff compensation and purchases of equipment, hardware, software, and services to manage and retain public records. [Click here](#) for guidance related to Metric 14.

### Estimated costs incurred managing and retaining records

**Cost of agency staff who manage/retain records**

\$211,762

**Cost of systems that manage/retain records**

\$14,928

**Cost of services purchased for managing/retaining records**

\$0

**Total estimated cost for managing and retaining records (calculated)**

\$226,690

**Our agency applied an overhead rate in our calculation of estimated costs.**

You may provide additional explanation here for the data provided for this metric

## Metric 15

Expenses recovered by the agency from requesters for fulfilling public records requests, including any customized charges. [Click here](#) for guidance related to Metric 15.

### Expenses recovered from requesters

<b>Total Expenses Recovered</b>	\$759
<b>Customized Service Charges</b>	
<b>Description of Service Charges</b>	

You may provide additional explanation here for the data provided for this metric