

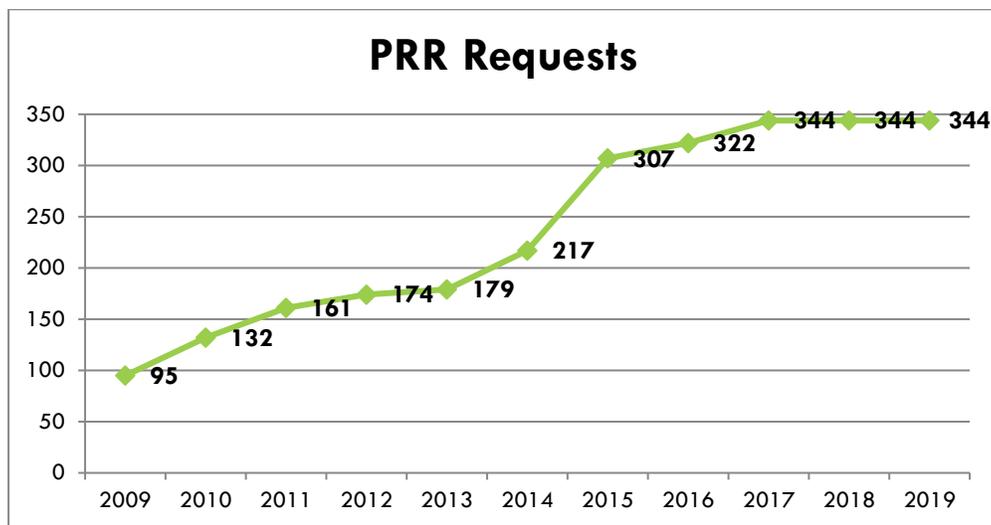
CITY CLERK'S OFFICE ~ 2019 PUBLIC DISCLOSURE REPORT



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.

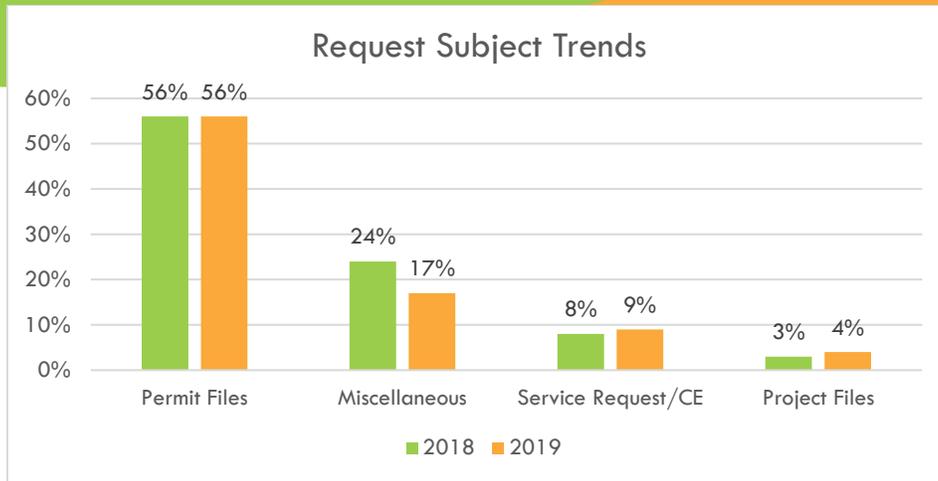
Routine requests were assigned by rotation to four CCO staff, and Complex requests were assigned to the Public Disclosure Specialist. CCO staff then work with Department Records Contacts and other City staff to search for and produce records. The City estimates its total costs for fulfilling public records requests in 2019 was approximately \$220,013.

In 2019, 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 2019 can be further broken down into the following Subjects:

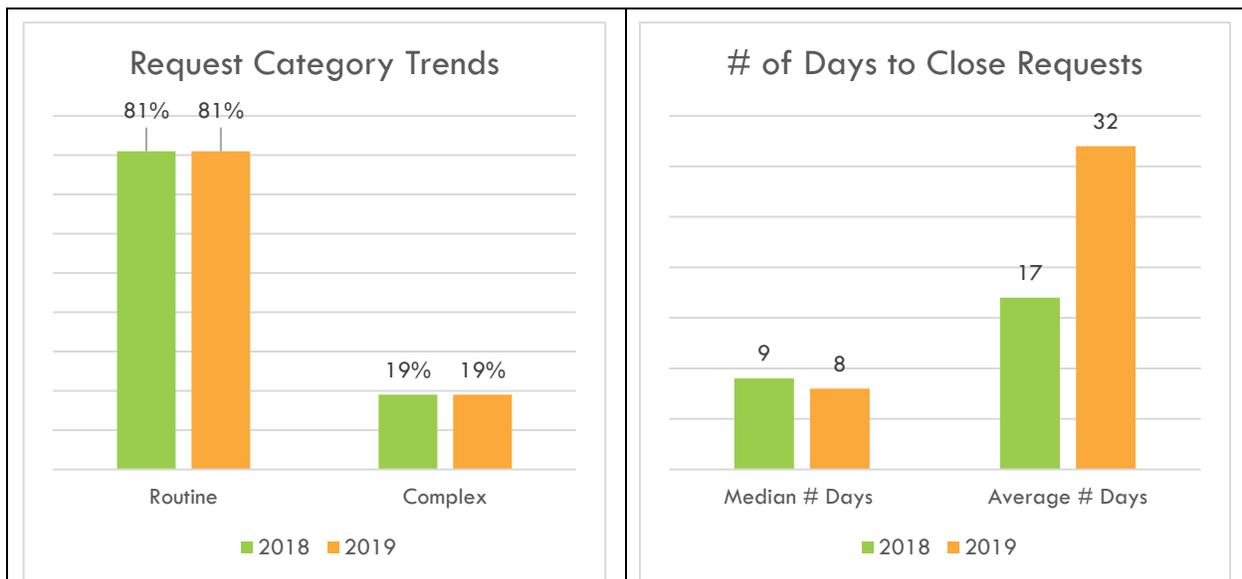
As-Builts	9	3%	Licensing	3	<1%
Bids/RFPs	7	2%	Litigation	2	<1%
CIP/Streets/Transportation	3	<1%	Meeting Records	1	<1%
Contracts	9	3%	Miscellaneous	59	17%
Correspondence/Email Only	1	<1%	Permit Files	194	56%
Financial Data	8	2%	Project Files	15	4%
GIS Data/Maps	3	<1%	Service Request/Code Enforcement	30	9%



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.

2019 PRR Highlights

In 2019, 81% (280) of the 344 requests received were categorized as *Routine*; and 19% (64) were categorized as *Complex*. 348 requests were closed in 2019; and the median number of days to final disposition of all closed requests was 8 days, and the average was 32 days. This metric includes the number of days it took a requestor to pay an invoice and claim the records. It is also important to note that 11 (or 3%) of the 348 requests closed in 2019 account for 47% of the total number of days to final disposition. Nine of these 11 requests were from the same requester and all were voluminous records requests. We release all responsive non-exempt records in installments within the first couple of months, but the exemption review and withholding log have the potential to keep a complex request open for one year or longer.



On average, for *Routine* requests CCO makes records available in 4 days. 61% of *all* requests (both *Routine* and *Complex*) were made available for requestors to claim within five days. The City collected \$1,162.00 in copying fees; and 68 requests were fulfilled by the City but were never claimed by the requestor.

Summary

The number of Public Records Requests in 2019 remained steady year-over-year, with over half of the requests for permitting records. At the time a request is closed, CCO offers requestors the opportunity to complete a customer service satisfaction survey; and feedback from 12 requestors was received. Overall, the themes were: CCO is timely and professional, but convenience suffers due to our inability to accept electronic payments. (The Preliminary 2021/2022 Biennium Budget includes a Technology Request for public records software that would allow the City to accept card payments through a cloud portal.) The complete survey responses are as follows:

How would you rate our process for handling your request?

Excellent = 1 Very Good =1 Satisfactory =0 Poor = 0

How courteous was your treatment by our staff?

Excellent =12 Very Good =0 Satisfactory =0 Poor =0

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

- This doesn't impact my recent inquiries, but the ability to pay by credit card sure would be nice.
- No, shoreline staff is awesome!
- It seems odd that I was billed \$1,70 for this request, the cost to the city of the letter and handling of the money was more expensive than the charge. Many jurisdictions do not charge until a threshold that makes sense such as 100 copies or so.

Other comments

- Professional and timely.
- Very fast, helpful and professional. Thank you
- The timely response was great.
- It would be nice to have a way to pay by credit card online, even if there was a transaction fee. I had to take 1/2 an hour to come to the city to pay a \$2.25 invoice. I bill out at \$100/hour. I would gladly pay a credit card transaction fee to avoid driving to pay a fee or having to mail a check and waiting for the extra time involved with that method.

Attachment

Public Records Requests Report for Shoreline for 2019

Public Records Requests Report for Shoreline for 2019

Baseline data

The reporting period is for the 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
29
Of the number of requests open at the beginning of the reporting period, how many were closed during the reporting period?
27
Total number of public records requests received during the reporting period
344
Total number of public records requests closed during the reporting period
321

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
102
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
Although only 102 requests were closed within five days; 205 requests were made available within 5 days!

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
79
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.

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Average and median number of days from receipt to final disposition

Number of requests with final disposition

348

Number of days to final disposition

11132

Median number of days to final disposition

8

Average number of days to final disposition (calculated)

32.0

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

11 out of the 348 requests account for 5,280 of the 11,132 total number of days to final disposition. Nine of these eleven requests were from the same requester and all were voluminous records requests. We release all responsive non-exempt records in installments within the first couple of months, but it's the exemption review and withholding log that creates a bottle neck and keeps the request open for a year or longer.

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

23

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

38

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

Security - RCW 42.56.420(4)

Reason 5

Deliberative Process - RCW 42.56.280

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

68

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

We charge an electronic copy fee for uploading to online portal. Most of our abandoned requests are due to people not paying the fee.

Metric 7

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

Number of requests, by type of requesters

Requester type	Current or former employees
Other (please explain)	
Total requests	1
Requester type	Governments
Other (please explain)	
Total requests	3
Requester type	Individuals
Other (please explain)	
Total requests	207

Requester type	Insurers
Other (please explain)	
Total requests	1
Requester type	Law firms
Other (please explain)	
Total requests	31
Requester type	Organizations
Other (please explain)	
Total requests	101

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

Metric 8

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

201

Number of requests fulfilled by physical records

23

Number of requests fulfilled by electronic and physical records

43

Number of requests closed with no responsive records

81

Percent of requests fulfilled electronically (calculated)

58%

Percent of requests fulfilled by physical records (calculated)

7%

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

12%

Percent of requests closed with no responsive records (calculated)

23%

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

Number of requests closed with no responsive records also includes requests that were abandoned or withdrawn.

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

29

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

3900

Average estimated staff time in hours per request (calculated)

10

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

\$220,013

Average estimated cost per request (calculated)

\$589.85

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

\$190,570

Cost of systems that manage/retain records

\$15,000

Cost of services purchased for managing/retaining records

\$0

Total estimated cost for managing and retaining records (calculated)

\$205,570

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

Total Expenses Recovered	\$1,162
Customized Service Charges	
Description of Service Charges	

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