

2018 Reporting Changes due to Legislative Action in 2019 (ESHB 1667)

May 2019

Prior 2017 Metrics		New 2018 metrics		Changes
Baseline Data	<ol style="list-style-type: none"> Total number of open requests at the start of the reporting period Total number of requests received during the reporting period Total number of requests closed during the reporting period 	Baseline Data	<ol style="list-style-type: none"> Total number of open requests at the start of the reporting period <u>Total number of those open requests that were closed during the reporting period</u> Total number of requests received during the reporting period Total number of requests closed during the reporting period 	<p>Added one data point for clarification</p> <ol style="list-style-type: none"> Total number of those open requests that were closed during the reporting period
1	Identification of leading practices and processes for records management and retention, including technological upgrades			<i>Removed</i>
2	Average time to respond to a public records request and the percent of public records requests responded to within five days	(1)	The <u>number of requests</u> where the agency provided the requested records within five days of receiving the request.	Modified - Now focuses only on requests with records provided within five days
3	Percent of requests completed in five business days of receipt and the percent of requests where an	(2)	The <u>number of requests</u> where the agency provided a time estimate for providing responsive	Modified - Now focuses only on instances where an

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	estimated response time beyond five business days is provided		records beyond five days after receiving the request.	estimate beyond five days was provided
4	Average number of calendar days from receipt of request to final disposition of request	(3)	The average <u>and median</u> number of days from receipt of requests to the date the request is closed.	Modified <i>Median is a new data element</i>
5	Average time estimate provided for full disclosure as compared to average actual time to provide full disclosure			<i>Removed</i>
6	Total number of public records requests for which the agency formally sought additional clarification from the requester	(4)	The number of requests where the agency formally sought additional clarification from the requestor	Previously collected
7	Total number of closed requests denied and the most common reasons for denying requests	(5)	The number of requests denied <u>in full or in part</u> and the most common reasons for denying the requests	Previously collected
8	Total number of requests abandoned by requesters	(6)	The number of requests abandoned by requestors	Previously collected
9	Total number of requests, by type of requester	(7)	To the extent the information is known by the agency, requests by type of requestor, including individuals, law firms, organizations, insurers,	Previously collected

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			governments incarcerated persons, the media, anonymous requestors, current or former employees, and others	
10	Percent of requests fulfilled electronically compared to the percent of requests fulfilled by physical records	(8)	Which portion of the requests were fulfilled electronically compared to requests fulfilled by physical records	Previously collected
11	Total number of requests where one or more physical records was scanned to create an electronic version to fulfill disclosure	(9)	The number of scanned requests where the agency <u>scanned</u> physical records electronically to fulfill disclosure	Previously collected
12	Average estimated staff time spent on each public records request	(10)	The <u>total</u> estimated agency staff time spent on each individual request	Previously collected
13	Estimated total costs incurred by the agency in fulfilling records requests, including staff compensation and legal review and average cost per request	(11)	The estimated costs incurred by the agency in fulfilling records requests, including costs for staff compensation and legal review, and a measure of the average cost per request	Previously collected
14	Total number of claims filed alleging a violation of Chapter 42.56 or other public records states during the reporting period,	(12)	The number of claims filed alleging a violation of chapter 42.56 RCW or other public records statutes in the past year involving the agency, categorized	Previously collected

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	categorized by type and exemption at issue (if applicable)		by type and exemption at issue, if applicable	
15	Total 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	(13)	The costs incurred by the agency litigation claims alleging a violation of chapter 42.56 RCW or other public records statutes in the past year, including any penalties imposed on the agency	Previously collected
16	Total 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 or otherwise assist in the fulfillment of public records requests	(14)	The costs incurred by the agency with managing and maintaining records, including staff compensation and purchases of equipment, hardware, software, and services to manage and retain public records	Previously collected <i>Clarified to remove reference to fulfillment of records requests</i>
17	Total expenses recovered by the agency from requesters for fulfilling public records requests, including any customized charges	(15)	Expenses recovered by the agency from requestors for fulfilling public records requests, including any customized service charges	Previously collected
18	Measures of requester satisfaction with agency responses, communication, and process			<i>Removed</i>

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	relating to the fulfillment of public records requests			
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Questions? Contact Ashley Elliott at 360-786-5286 or JLARCPublicRecStudy@leg.wa.gov