



Briefing Report

# Public Records Report: Performance Metrics and Data

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# Background

In 2017, ESHB 1594 required state and local agencies to report 17 performance metrics to JLARC.

Agencies that spend over \$100,000 fulfilling public records requests must report to JLARC.

In 2019, ESHB 1667 passed and required agencies to report 15 performance metrics.

2018 reporting was updated to reflect this change.

Did not compare 2017 and 2018 reporting results.

# JLARC staff identified 2,374 agencies that may be subject to the reporting requirement

922 agencies reported information to JLARC

204

718

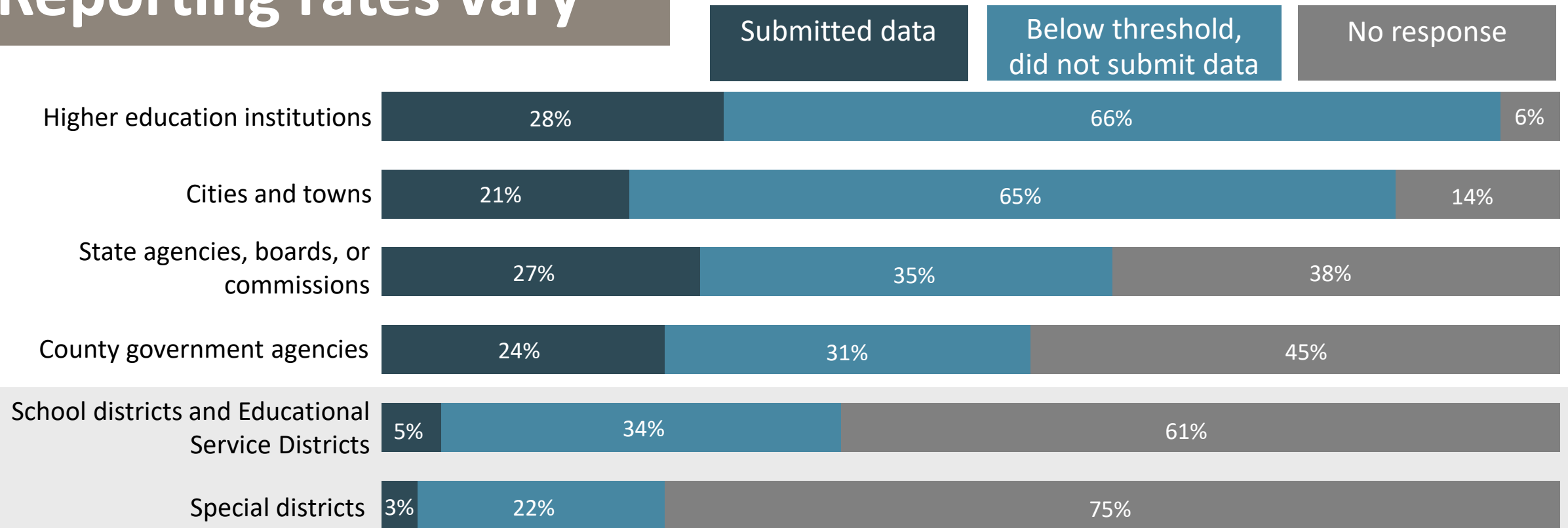
1,452

Submitted data

Below threshold, did not submit data

No response

# Reporting rates vary



It's unknown how many agencies with no information are above reporting threshold, but likely many are not.



# Overview of metrics

1. Requests received and closed

2. Response time

3. Clarified, denied, abandoned

4. Response format

5. Cost and time

6. Legal claims



## Requests received and closed (204 agencies)

Jan. 1 – Dec. 31, 2018

19,588 public records requests that were already open at the start of the reporting period.

337,653 public records requests that were received during the reporting period.

335,958 public records requests that were closed during the reporting period.



## Response time (204 agencies)

Jan. 1 – Dec. 31, 2018

184,251 requests were closed within five days.

173,000 records requests agencies estimated it would take more than five days to respond.

On average, agencies closed records requests in 16 days. The median time to close records requests was 5 days.

# Clarified, denied, abandoned (204 agencies)

Jan. 1 – Dec. 31, 2018

6% (19,337) of records requests required clarification.

Less than 1% (3,356) of requests were fully denied, and 11% (35,631) were partially denied or redacted.

Requesters abandoned 4% (14,912) of their requests.



## Response format (204 agencies)

Jan. 1 – Dec. 31, 2018

71% of requests were fulfilled electronically.

10% of requests were fulfilled with physical records.

2% of requests were fulfilled with a combination of electronic and physical records.

17% of requests were closed because the agency did not have responsive records.

18% of requests required agencies to scan physical records.



## Cost and time (204 agencies)


Jan. 1 – Dec. 31, 2018

Agencies spent 1 million staff hours responding to public records requests (average of 2.8 hours per request).

Agencies spent \$76 million fulfilling records requests (average \$214 per request).

Agencies spent \$144 million managing and retaining public records.

Agencies recovered \$283,000 of costs associated with responding to records requests.



## Legal Claims (204 agencies)

Jan. 1 – Dec. 31, 2018

Agencies spent \$4.6 million on litigation in 2018.

70 court claims were filed against agencies alleging statutory violations of public records statutes.

# Data available online in interactive dashboards



Executive Summary

Reporting Process

2018 Public Records Data

More

Contact

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## BRIEFING REPORT: 2018 Public Records Reporting

# Contact Us

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