Briefing Report

Public Records Report: Performance Metrics and Data

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Background

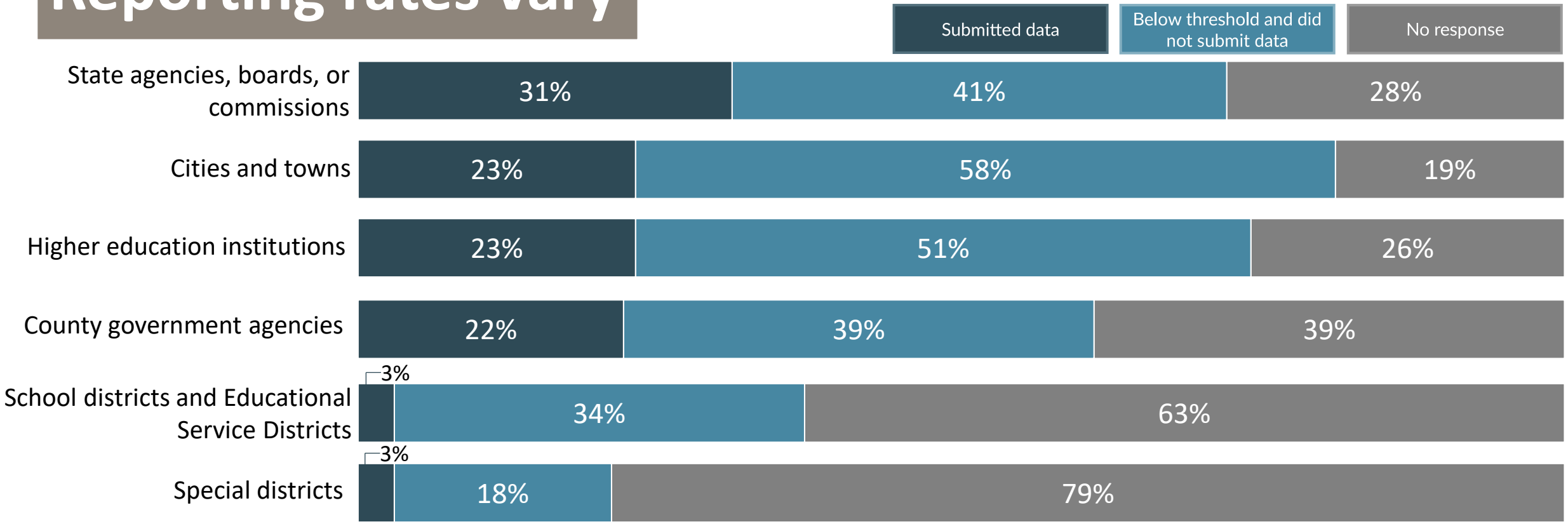
- In 2017, ESHB 1594 required state and local agencies to report 17 performance metrics to JLARC.
- Agencies that spend over $100,000 fulfilling public records requests must report to JLARC.
- In 2019, ESHB 1667 passed and required agencies to report 15 performance metrics.
- Dashboards allow for comparison of 2018 and 2019 reporting results.

JLARC staff identified 2,418 agencies that may be subject to the reporting requirement

889 agencies reported information to JLARC.

1,257 of these agencies had operating budgets under $10 million

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 (208 agencies)

Jan. 1 – Dec. 31

2019	**20,826** requests open on Jan. 1	**383,433** requests received	**362,547** requests closed
2018	**19,588** requests open on Jan. 1	**337,653** requests received	**335,958** requests closed

204 agencies

Response time (208 agencies)

Jan. 1 – Dec. 31

2019	**206,316** requests closed in five days	**183,652** requests estimated to take more than five days	**15 days** on *average* to close requests *Median* time to close requests was **5 days**
2018	**184,251** requests closed in five days	**173,000** requests estimated to take more than five days	**16 days** on *average* to close requests *Median* time to close requests was **5 days**

204 agencies

Clarified, denied, abandoned (208 agencies)

Jan. 1 – Dec. 31

2019	**20,531** requests (5%) required clarification	**12,687** requests (3%) were fully denied **31,237** (8%) were partially denied or redacted	**16,593** (4%) requests were abandoned by requesters
2018	**19,337** requests (6%) required clarification	**3,356** requests (>1%) were fully denied **35,631** (11%) were partially denied or redacted	**14,912** (4%) of requests were abandoned by requesters

204 agencies

Response format (208 agencies)

Jan. 1 – Dec. 31

2019	**266,673 requests** (73%) fulfilled electronically	**26,099 requests** (8.8%) fulfilled physical records	**11,073 requests** (3.1%) fulfilled combination	**58,702 requests** (15.5%) closed – no responsive records
2018	**236,790 requests** (70%) fulfilled electronically	**35,594 requests** (11.8%) fulfilled physical records	**9,463 requests** (3.2%) fulfilled combination	**57,003 requests** (15.5%) closed – no responsive records

204 agencies

Time and cost (208 agencies)

Jan. 1 – Dec. 31

2019	**1.3 million** staff hours responding to requests	**$101 million** fulfilling requests	**$182.8 million** managing and retaining public records
2018	**1 million** staff hours responding to requests	**$76 million** fulfilling requests	**$144 million** managing and retaining public records

204 agencies

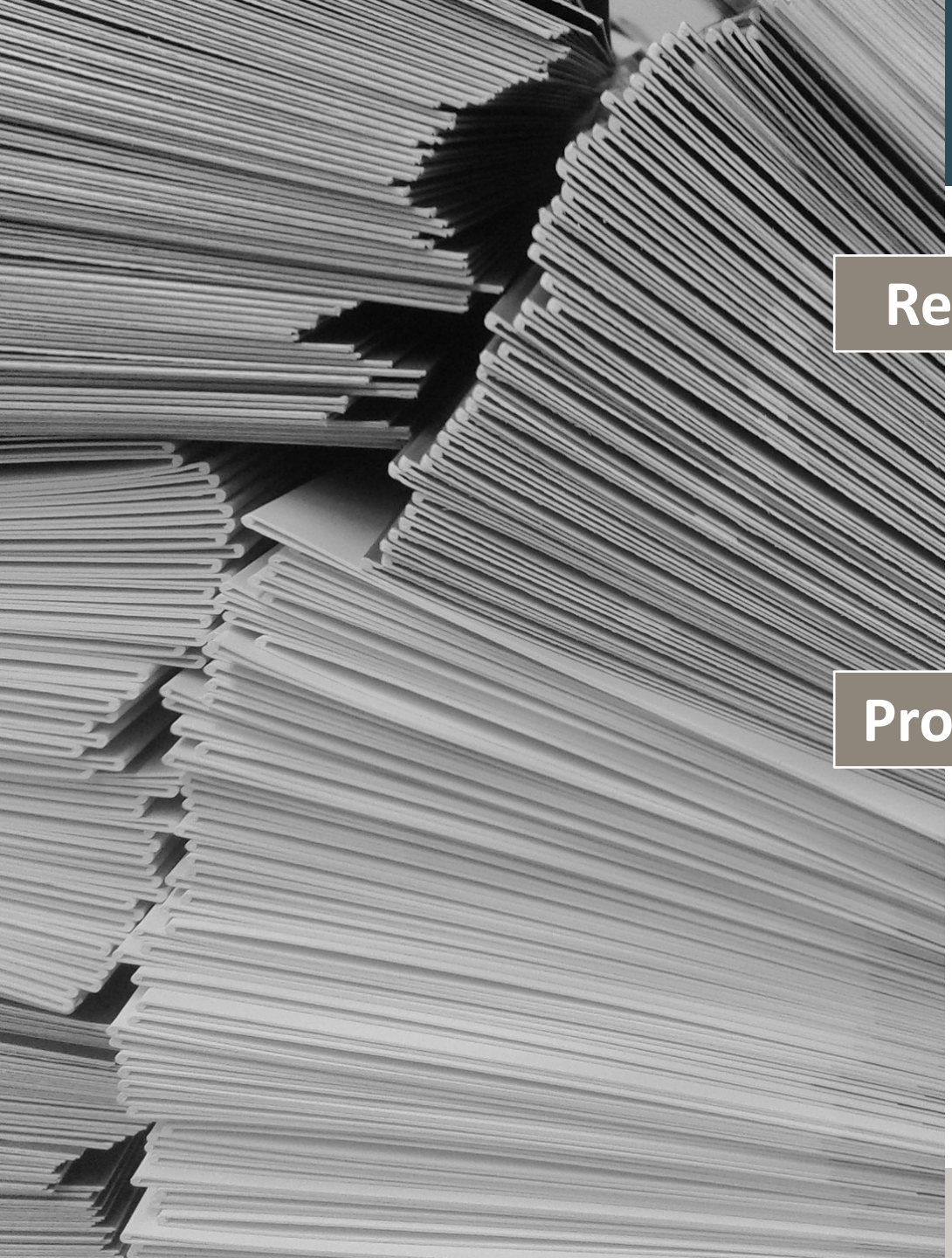
Legal claims (208 agencies)

Jan. 1 – Dec. 31

2019	**$10 million** on litigation	**98 court claims** filed against agencies
2018	**$4.6 million** on litigation	**70 court claims** filed against agencies

204 agencies

Data available online in interactive dashboards



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