

PUBLIC RECORDS METRIC GUIDANCE

METRIC 10

Average estimated staff time spent on each public records request

[RCW 42.14.026\(5\)\(j\)](#)

To respond to the metric an agency will only need to provide the total estimated amount of agency staff time spent on all public disclosure requests during the reporting period. The JLARC system will automatically derive an average staff time per request based on the data reported using the time data provided here, and the total number of requests provided in the baseline data (open requests at the start of the reporting period plus the number of requests received during the reporting period.)

- Responses should include a single total estimate of staff time for all agency staff. The total estimate should include both:
 - Staff who are designated to respond to public records requests (Public Records Officers and other staff whose primary job duties as set forth in their job description specifically includes responding to public records requests) AND
 - Staff for whom responding to public records requests is not one of their primary job duties in their job description (e.g., business staff, line staff, managers, supervisors, administrative staff, etc.).

NOTE: Agencies will not be required to submit subtotals by staff type. Agencies will only be required to submit a total estimate of staff time. The distinction between staff type is made in this guidance to ensure agencies understand that time associated with both types of staff must be included in the total estimated

Some agencies maintain detailed timekeeping of staff time associated with public records related work. Other agencies do not currently have timekeeping systems in place and will need to estimate the amount of staff time spent on responding to public records requests. There are many ways of estimating staff time and JLARC does not require a specific method.

The JLARC system will derive an average of staff time spent per request by using the total estimated staff time and dividing by the number of requests from the baseline data (number of open requests at start of reporting period plus number of requests received during the reporting period.)

Time estimates should include time spent responding to requests and time spent on public records litigation. Time associated with invoicing and collection should be also included here.

Some agency designated staff spend time on activities that are related to the disposition of public records requests but that are not tied to a specific request (for example, attending public disclosure training or setting up agency public disclosure procedures and policies.) Time associated with these types of tasks may be included in the response to this metric.

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Example:

Agency A has three staff assigned to work half-time on public records requests. Each of the three staff are estimated to have spent 800 hours on public records during the reporting period, for a total of 2,400 hours estimated designated staff time.

During the reporting period 50 non-designated staff members spent 500 total estimated hours of non-designated staff time.

Total estimated staff time for Agency A for the reporting period was 2,900 hours (2,400 hours of designated staff time plus 500 hours of non-designated staff time).

The examples above show two possible ways of estimating staff time per request. Your agency may use alternative methods of estimating staff time. Care should be taken to develop time estimates that are as accurate as possible. If your agency does not maintain a timekeeping system that captures this information, your agency may want to consider using estimating techniques to develop this data. For example, your agency may conduct detailed timekeeping on a sample of records requests and use the results to estimate across all requests.